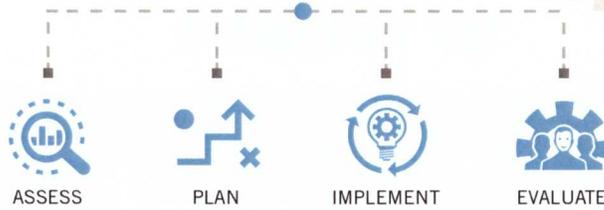


# ACTION PLAN



## MONDAY

What is one thing you will do differently as a result of what you learned in this section?

I'd like to work towards a paperless/digital transaction, this will give more transparency - Mykarma Route 1 are examples of solutions that can help us

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

Paralysis in conflict best exemplified by Covid. Digital processes help you adapt quickly.

What might be obstacles or barriers to implementation back at the job?

Creation of new processes, new hardware/software needed

Employees who resist change could also be adverse to the idea

What are a few things you can do to overcome these obstacles or barriers?

To engage a ~~any~~ digital retail tool that helps also get team input and buy in on the front end, increase bandwidth so it's less frustrating and explain why

List the steps you will take to implement the things you will do differently:

1. Address staff on digital needs and request feedback
2. Brainstorm possible pitfalls of a digital transaction
3. Enlisted help of Mykarma to streamline service transactions
4. Find a Retail Sales contract solution and Fil Menu
5. Train on digital process and constraints (legal)

Start date: May 1

Completion date: Aug 1