

## **ACTION PLAN**

I would like our sales team to host one 15 minute team meeting a week to regroup and daily touch to engage the team and provide direction and support.

### **What will we do differently as a result of what we learned in this section?**

We will host a sales meeting every Saturday morning at 8:45am with the whole team prior to opening. We will also hold daily huddles on each sales shift to touch base regarding todays tasks and yesterdays events.

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

By holding these meetings, we can attain our goals by sharing them with the team, coaching them, getting team feedback, which will in turn increase morale.

If we don't achieve our goal we will lose potential income based on missed opportunities due to the lack of direction we give, we have a divided team with no direction, failed goals, and missed learning opportunities.

### **What obstacles might we encounter and how can we overcome them?**

Some obstacles will be staff and management push back, missing team members due to schedules, lack of available time.

We can overcome these obstacles by prescheduling the time with an agenda, keeping the meeting under 15 minutes, asking the team to come with some ideas before hand, getting the team involved so it is less of a chore, and more of an opportunity for career and business development. Additionally, failure to attend the meeting will put the team member at the back of the line for our sales up system.

### **Identify the first few steps and the people who can help you with them.**

Sales manager on Saturday shift to host the full team meeting.

Sales manager in on each shift to host the daily sales huddle (under 10 minutes).

Sales managers open door policy to discuss key points that were not fully elaborate on throughout the day.