

Strengths: Our strength is our teamwork. Technicians will stop what they are doing to help each other. Advisors and support team fill in and cover shifts well for each other.

Weaknesses: Our weakness across the board is terrible communication. A percentage of employees do not carry their own weight.

Opportunities: Our biggest opportunity is to work together to wean out the negativity. Work together to discuss concerns, find ways as a team to overcome objections, find ways to provide better customer service and create a positive environment.

Threats: Our threats are negative people who do not want to be here. People who start rumors and help spread rumors to other teammates. Employees that do not carry their own weight and do everything in their power to bring positive people down.

Action plan: Our action plan will start with building strong lines of communication. We will provide ongoing training and development for growth and success. We will provide a stage for concerns to be brought forward and be addressed without consequences. We will work with the negative employees to address their concerns head-on and provide them with an honest assessment and plan to overcome their negative mindset.