

REPROGRAMMING THE EMPLOYEE MINDSET AND EXPERIENCE

STRATEGY, SCORES, & PLANS

(HOW WE ENGAGE OUR PEOPLE)



RECOGNITION

(HOW WE GIVE MEANING TO THE EFFORTS OF OUR PEOPLE)



COACHING

(HOW WE GIVE FEEDBACK AND GUIDE OUR PEOPLE)



TOUGH DISCUSSIONS & DECISIONS

(HOW WE HOLD OUR PEOPLE ACCOUNTABLE)



TRAINING

(HOW WE EMPOWER AND ENABLE OUR PEOPLE)



ORIENTATION & ONBOARDING

(HOW WE WELCOME AND IMMERSE OUR PEOPLE)



SELECTION

(HOW WE SELECT THE RIGHT PEOPLE)

Handworking
Empathetic
Leads
Loyal
Dedicated
Able-to-Evolve
Friendly
Experienced
Leaders
Reliable
Supports
Inspiring
Has-Integrity

VALUES

(HOW WE ALIGN OUR PEOPLE TO ACT, INTERACT, AND MAKE DECISIONS THE RIGHT WAY)

CULTURE: THE MINDSET & ATTITUDE OF YOUR PEOPLE

Be consistent in my behaviors
Be authentic with my customers
Deliver a memorable experience



CAREER DEVELOPMENT

(HOW WE MAKE OUR PEOPLE COMMITTED)



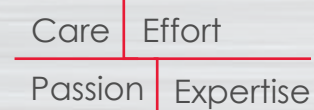
COMMUNICATION

(HOW WE SOCIALIZE AND UPDATE OUR PEOPLE)



PRODUCT, PLACE, & PROCESS

(THE OTHER P'S IN THE EMPLOYEE EXPERIENCE)



LEADERSHIP

(HOW WE INSPIRE OUR PEOPLE)

