



# Employee Development Experience

Day One Program

National Launch



# UNDERSTANDING OUR EMPLOYEES

Gen Z Cares More About the Human Element Than Anything Else in the Workplace

JOB FACTORS RANKED IN ORDER OF IMPORTANCE  
BASE ON "CHOOSE YOUR TOP THREE"

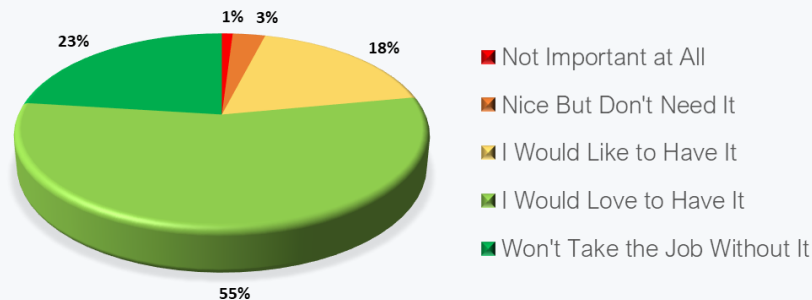


Survey of 4,093 respondents, **Supportive Leadership**, and **Positive Relationships at Work** ranked as Gen Zers' top two most important factors to consider in a job. Source: Rainmaker Thinking

**VISION**  
**TO BE THE BEST**

CARE FOR & CULTIVATE PEOPLE  
DELIGHT CUSTOMERS  
GROW RESPONSIBLY

SUPPORTIVE LEADERSHIP





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# LEARNING STRATEGY - GOALS

Aligning to Our Mission of Making More Dreams Come True!

## Goals:

- *Strengthen the Fundamentals*: A stronger Care For and Cultivate Culture through a sense of urgency that is sustainable
- *Support for Employee's Career Path*: With clear Development Plans
- *Support Service Excellence*: Through Safety, Quality, Delivery, and Costs, monitored by the Discount Tire Management System
- *Stronger Accountability*: Clear Roles and Responsibilities for all Employees
- *Scalable*: Based on many factors, a Strategy that flexes with the Business Needs



Our first consideration is the Safety of Our People and Our Customers.



# SAME CONTENT – NEW RESULTS

## What? **Employee Development Program**

- The program uses the existing content, the only change is structure and delivery
- A Disciplined Approach to Developing Our People
- Provides a **Development Plan** that Aligns with Their **Career Path**

## How? **Through Supportive Leadership**

- Engaging with Employees Starting on Day One
- Fostering Positive Relationships

## Why? **Aligns with Who We Are**

- Care For and Cultivate
- Pay it Forward





# DAY ONE TIMELINE

Recipe for Success

Starting with your Employee's First Day,  
a prescriptive and engaging Development Plan

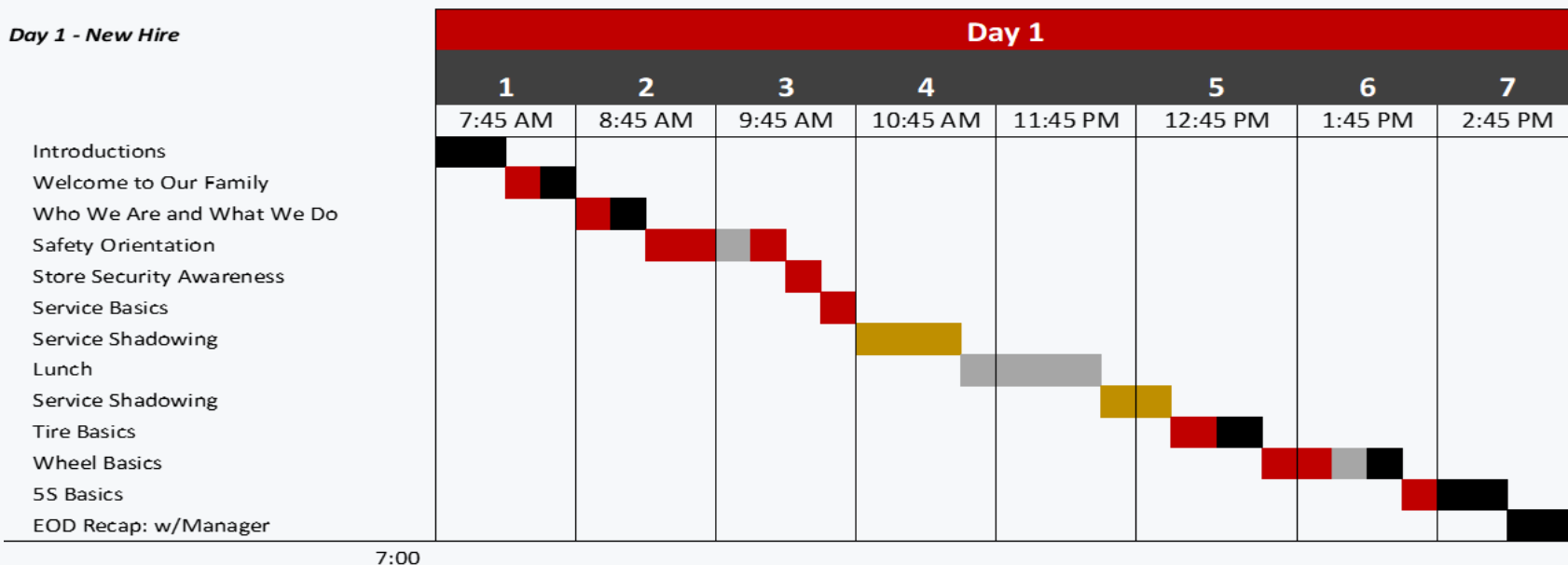
eLearning

Demos & Practice

Lunch & Breaks

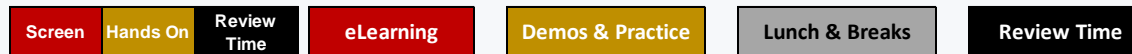
Review Time

Day 1 - New Hire

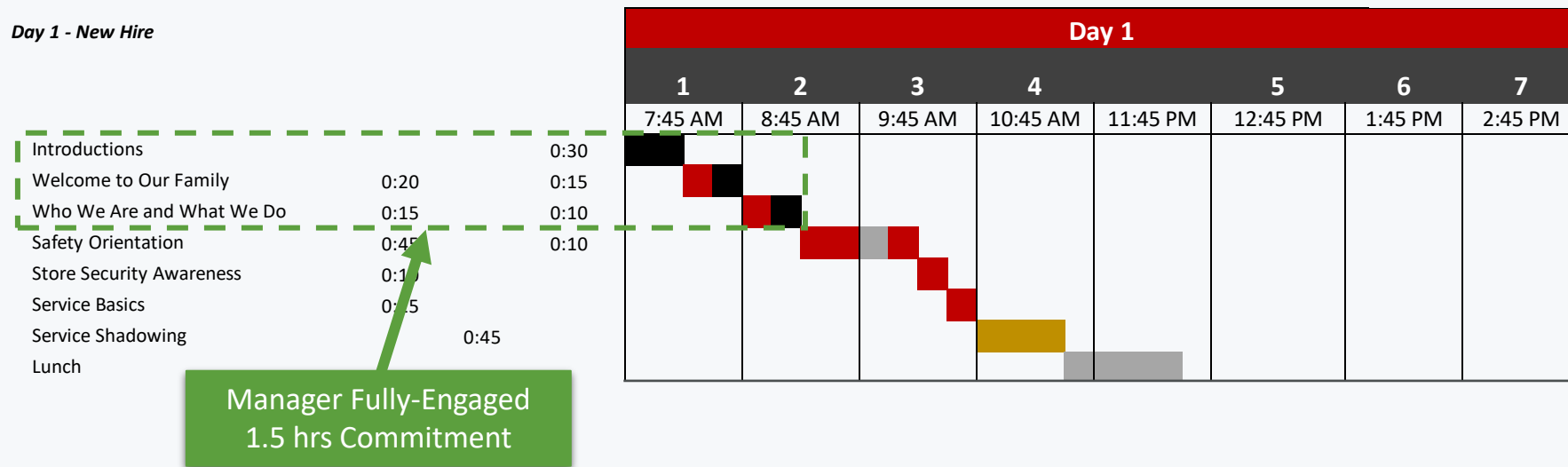




# TIMELINE - MORNING

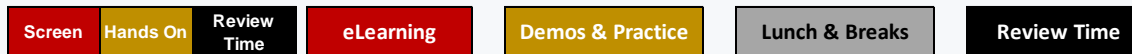


## Day 1 - New Hire



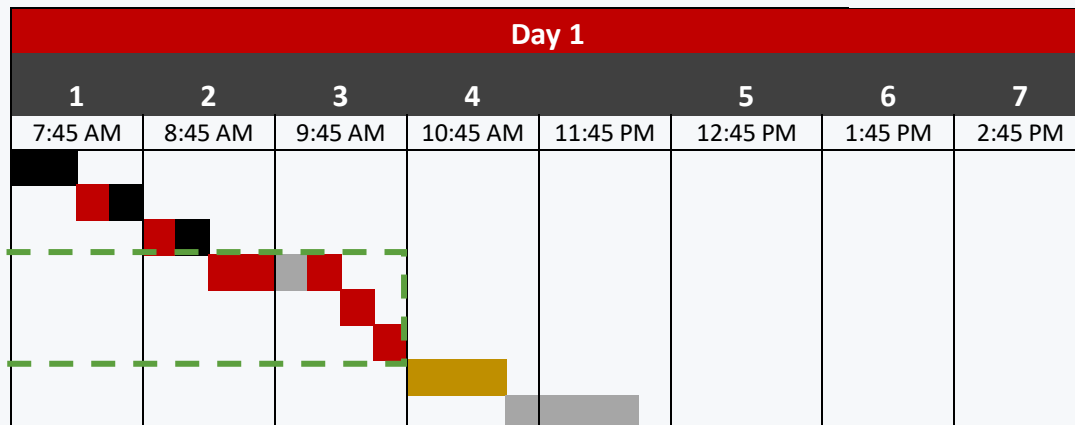


# TIMELINE - MORNING



## Day 1 - New Hire

Introductions		0:30
Welcome to Our Family	0:20	0:15
Who We Are and What We Do	0:15	0:10
Safety Orientation	0:45	0:10
Store Security Awareness	0:10	
Service Basics	0:15	
Service Shadowing		0:45
Lunch		

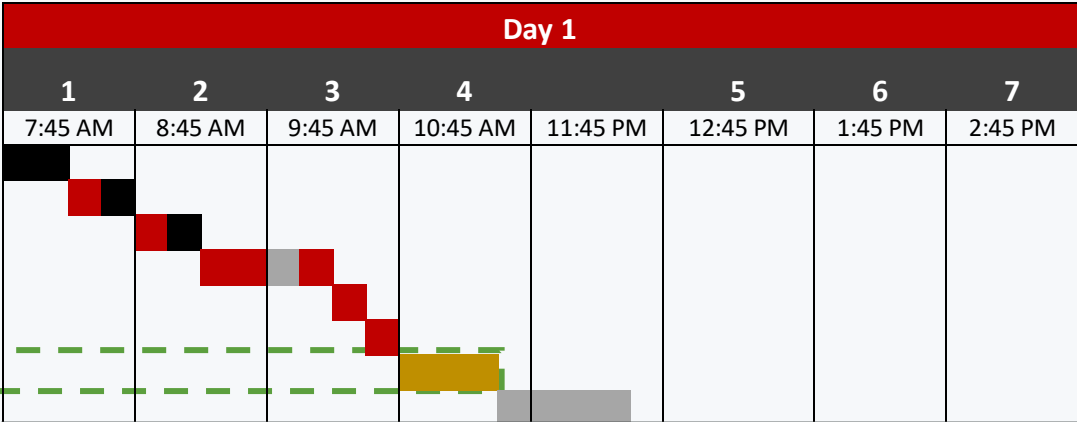


Employee completes eLearning Modules



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### Day 1 - New Hire



Workflow or 5S Assistant Manager answers any questions and assigns the student to an experienced employee that they will shadow.



# TIMELINE - MORNING

Screen	Hands On	Review Time	eLearning	Demos & Practice	Lunch & Breaks	Review Time
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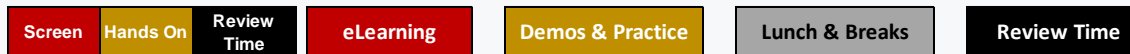
## Day 1 - New Hire

			Day 1							
			1	2	3	4	5	6	7	
			7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Introductions		0:30								
Welcome to Our Family	0:20	0:15								
Who We Are and What We Do	0:15	0:10								
Safety Orientation	0:45	0:10								
Store Security Awareness	0:10									
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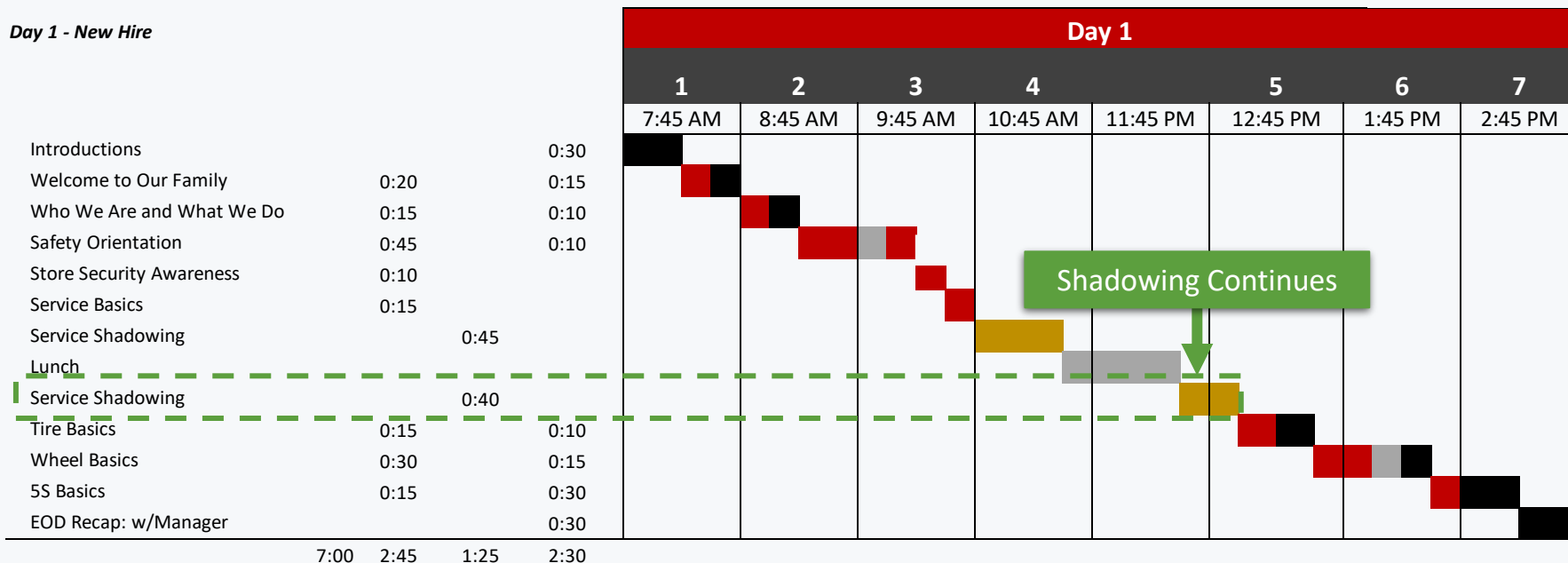
If employee would like to join the Manager for lunch, let them choose the place (within reason).  
This is about them!!



# TIMELINE - AFTERNOON



## Day 1 - New Hire

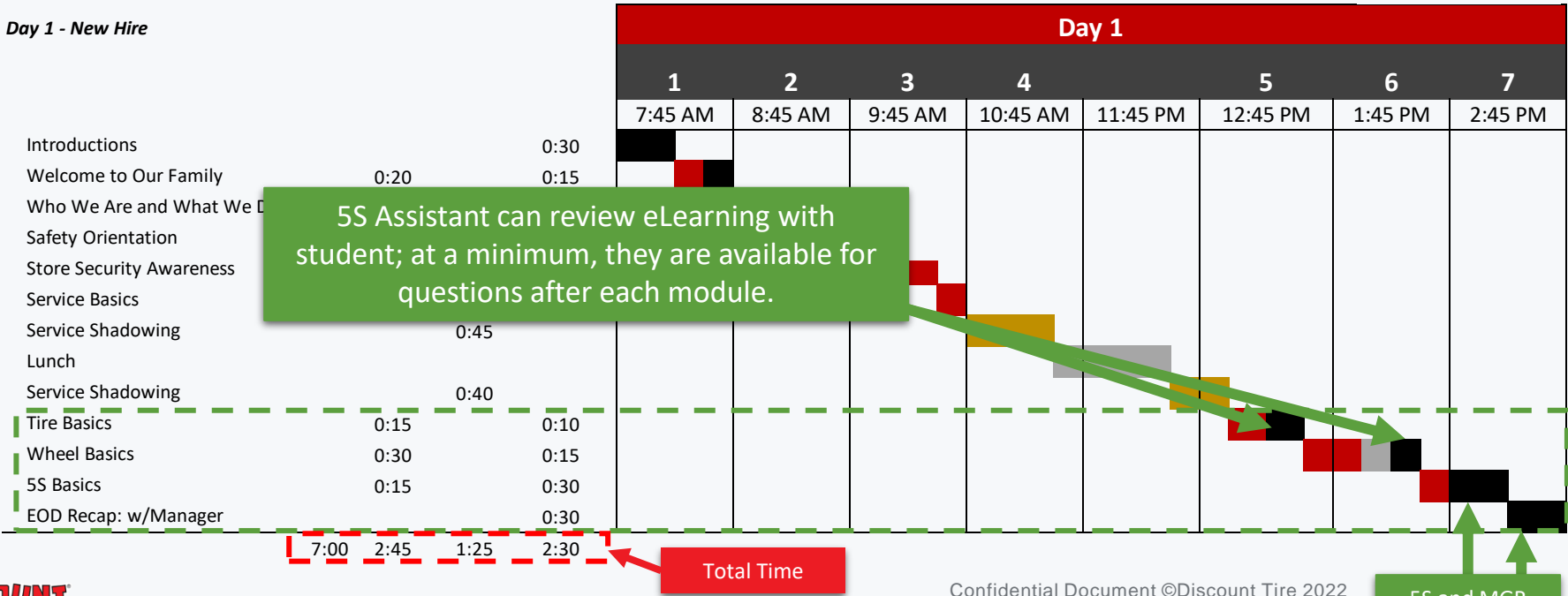




# TIMELINE - AFTERNOON



Day 1 - New Hire





# UNEXPECTED EXPERIENCE!

## Managers:

- ✓ Just like with our customers, your employees are looking for an Unexpected Experience.
- ✓ Commit to the engagement.
- ✓ Make sure the day's activities are scheduled.
  - ✓ Manager should be available, uninterrupted, for the first 1.5 hours.
  - ✓ Manager must be available for lunch.
  - ✓ Schedule new employee in Crew Time as Training.
- ✓ For safety reasons, follow the structure and timeline as written without deviation.
- ✓ The Sr. Assistant must engage with the new employee when the Manager is on PTO or out of the store for other reasons.

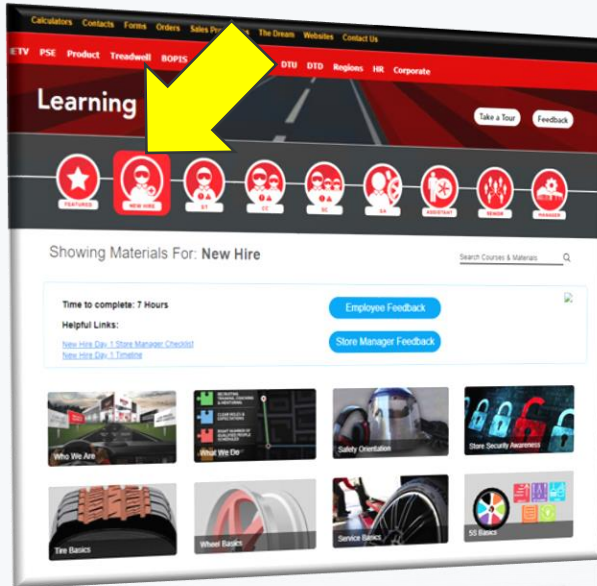
## FAQ:

- What if the new employee is not able to keep up?
  - This should be addressed on a one-on-one basis. Is it Skill or Will? The skill we can train.
- How does the experience differ from an employee that works a full 8-hour day to someone working two 4-hour shifts?
  - The Day One program is 7 hours plus 1 hour for lunch.
    - Employees can start as late as 10:30 am and end at 6:30 pm. The time you go for lunch can be adjusted.
  - Half-day employees should complete the program in two days.
    - The "Lunch" could be a breakfast or a lunch on the second day.
- Can more than one person go through the program at the same time?
  - YES! It's really a good way to build relationships.
    - No more than two at a time.





# PROGRAM DETAILS



## Program Launch - June 20, 2022

- ✓ Starting June 20, 2022, all new hires will engage in the Day One Program.
- ✓ Supporting documents and the timeline will be available under the New Hire section of the Learning Path Page.

## Day Two

- ✓ After Day One activities are completed, employees should begin Service Tech Training the next workday.

## Virtual Service Tech Training (VSTT)

- ✓ The Day One Program is a prerequisite for Service Tech Training for VSTT.
- ✓ **NEW** – Beginning June 20<sup>th</sup>, VSTT will change to a 4-Day class.
- ✓ **NEW** – Classes will start every day of the week (Monday-Friday), not just Mondays, to accommodate the various employee start days.
  - ✓ All Service Tech topics will be covered.
  - ✓ Stores are still responsible to provide demonstrations and time to practice on topics taught. Additionally, observations after standards have been met.
- ✓ Managers will be required to work with their Regional Office to enroll employees in the VSTT.
  - ✓ When you have an employee's start date, VSTT should be scheduled for the next available shift after the Day One activities are anticipated.

**If the employee is unable to participate in VSTT, they should be started on eLearning in the DTU after the Day One activities are completed.**



A man and a woman are working on a tire in a shop. The man is on the left, wearing a dark jacket and glasses, and the woman is on the right, wearing a dark jacket. They are both looking at the tire. The background is a tire shop with shelves of tires and equipment.

# Thank You !



# ***Employee Comments***



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## WHAT OUR PEOPLE HAD TO SAY

### NEW HIRES

- Loved meeting all the team, **everyone is so kind and helpful** – felt part of the team right away.
- Excited to continue learning and **getting hands dirty**.
- **Lunch with the manager really meant a lot**, getting to know me and learning about him.
- **The morning shadow time help me understand the tire and wheel computer learning better.**
- **The day confirms I made the right choice!**
- At dinner, I told **my parents** about my first day, IOOGA, lunch with the manager; they said, **“they were Proud of Me!”**

### MANAGERS

- 8-year manager: **“I had never taken a new employee to lunch before, really enjoyed getting to know them.”**
- I noticed in the **following days, the new employee was coming to me with questions**, it was like an open door!
- **I learned more about my new employee in one day**, than what used to take three to four weeks!
- The **Manager found value in the structure and activities** he participated in during the morning.