

APPLYING SERVANT LEADERSHIP TO ACHIEVE THE WIN



- This is Your Role
- Being a Servant Leader
- A Servant Leader on Race Day
- What is a Win?
- Creating a Culture of Winning



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THIS IS YOUR ROLE

IT'S THE WHAT YOU DO AS A MANAGER

Share the Dream by Preserving and Strengthening our Culture of KOOGA as a Servant Leader who role models the Five Life Lessons (Be Honest, Work Hard, Have Fun, Be Grateful, and Pay It Forward) and the Lean Mental Model.

Care for and Cultivate People (earn trust, coach, mentor and teach to develop critical thinkers and owners) to be the BEST!

What is Caring for?

The journey to get to know where your people are at on their journey.

What is Cultivating?

Meeting them where they are at on their journey to take them forward.

Be the Best you can be, we never arrive and ask for help when needed (it is a sign of strength)!

Grow Responsibly by continuing to seek to get better as a person and at our business. Lead others to do the same using Speed of Trust (SoT); Living through Execution, Action, and Discipline (LEAD); and Organizational Change Management (OCM).

THIS IS THE HOW YOU MANAGE YOUR BUSINESS THROUGH YOUR PEOPLE

BE DISCIPLINED IN SETTING YOUR PEOPLE UP TO WIN:

Hire people who share our values and mentor, train and coach them to live our culture and to be their BEST (Start with your leadership team)!

Share the Dream (including the Mission/Vision, Strategy, Brand Dimensions, and Best Practices), share the score (gauges, scoreboards, and relevant reports). Problems are GIFTS, if we choose to get better. Celebrate WINS with your people!

Go see what is happening for yourself, be curious and ask your people what they think and need to WIN. Listen, our people have the answers.

Jointly (you as leader and team members) make commitments to support each other in achieving the mission and WIN. Hold each other accountable for the success of the team.

Set clear roles (AOR) and expectations on executing on our Best Practices – front load accountability and set your standards high (do not ship junk)!

Ensure safety and quality first in delivering an on-time experience. Empower our people to Delight Customers!

Make sure the environment is SET'd to support the win (safe and clean, with proper tools/equipment in working condition and the right supplies all organized for efficiency with the aid of Visual Management)

Schedule the right number of qualified people for the roles at the right time.



Notes

BEING A SERVANT LEADER



Notes

A SERVANT LEADER ON RACE DAY



Notes

➤ How do we achieve the Championship WIN?

Making More Dreams

Creating More Opportunity

Creating More Tools (Profit)

Your People Deliver Results

AOR

Cultivate People (AOR)

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