



Notes

THIS IS YOUR ROLE



IT'S THE WHAT YOU DO AS A MANAGER

Share the Dream by Preserving and Strengthening our Culture of JOOGA 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.

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

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

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).

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.

THIS IS THE HOW YOU MANAGE YOUR BUSINESS THROUGH YOUR PEOPLE

BE DISCIPLINED IN SETTING YOUR PEOPLE UP TO WIN:

Find 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/WIN, 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.

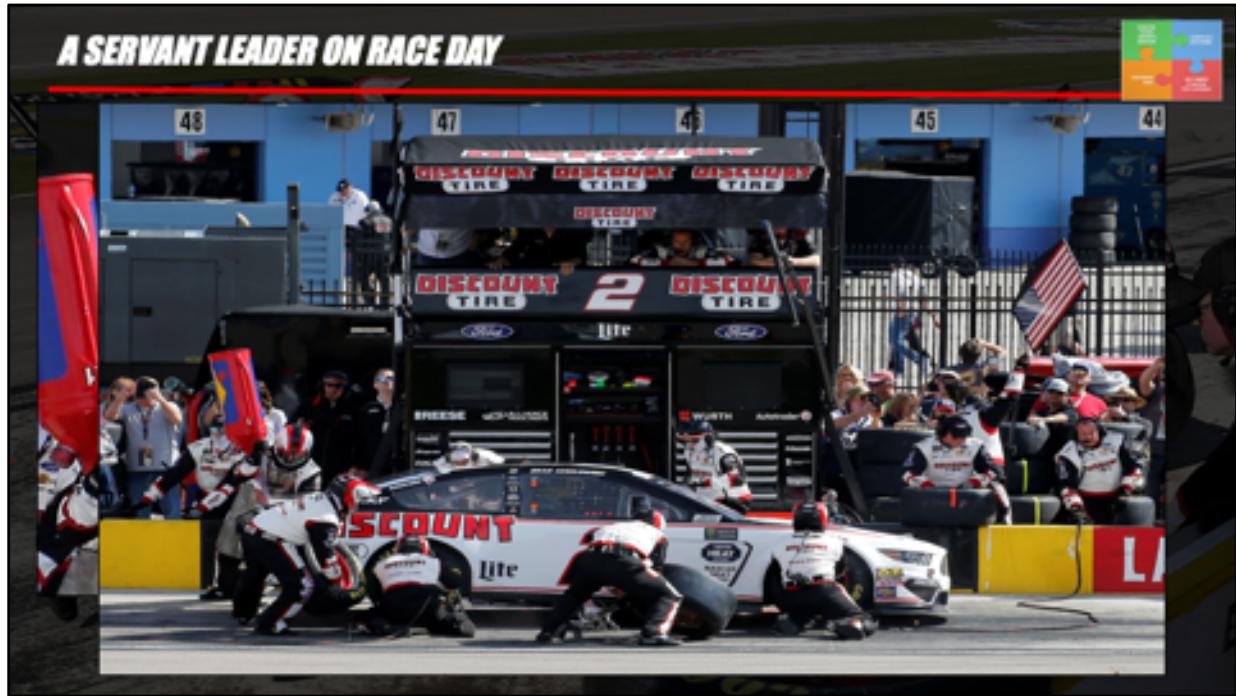
Set clear roles (ADR) and expectations on executing on our Best Practices – front load accountability and set your standards high (do not ship junk!)
Ensure safety and quality first in delivering an on-time experience. Empower our people to Delight Customers!

Make sure the environment is set up 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)

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WHAT IS A WIN?

WHAT IS A CHAMPIONSHIP WIN? Making Dreams Come True

➤ How do we achieve the Championship WIN?

Consistently providing the most Inviting, Easy and Safe Tire & Wheel purchase and service experience in the world.

HOW DO WE WIN RACES? Consistently execute on all BEST Practices

This is your Role.

**CARING FOR AND CULTIVATING PEOPLE
THROUGH SERVANT LEADERSHIP**

MENTORSHIP AOR L.E.A.D.

Making More Dreams

Creating More Opportunity

Creating More Tools (Profit)

Your People Deliver Results

Cultivate People (AOR)

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CREATING A CULTURE OF WINNING BY BEING A SERVANT LEADER



- A Servant Leader Inspires the team towards a Championship Win. (Making dreams come true)
- A Servant Leader maintains focus in your role of Caring for and Cultivating.
- A Servant Leader shows their people how their role and execution of Best Practices contributes to each win.
- A Servant Leader provides a clear line of site on Winning the Race.
- A Servant Leader recognizes Small Wins .



A SERVANT LEADER UNDERSTANDS THAT CHAMPIONSHIPS ARE WON ONE RACE AT A TIME.

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