

1 HOUR COMPANY CULTURE PLAN

	<u>Action Items to Complete</u>	<u>Who</u>	<u>Due Date</u>	<u>Status</u>
1	Create a clear vision and mission			
2	Set meeting to communicate vision, mission, and goals			
3	Create monthly staff bonus structure and goal date to implement			
4	Create timeline and goal to start your team bonus structure			
5	Create clear monthly sales goals - explain how numbers were created			
6	Set up a process up for weekly progress reports			
7	Explain the difference between revenue and profit			
8	Explain the break-even bonus structure and why			
9	Break down monthly sales goals by profit center			
10	Show goals in services per week			
11	Review average price per service			
12	Create regular monthly or weekly staff meetings			
13	Review monthly sales and next month's goals			
14	Discuss the monthly promotion and events			
15	Ask these 3 Key Questions every meeting:			
	1. How can we help you do your job better/easier?			
	2. What are our clients suggesting we do well and need to improve?			
	3. Best....I saw you do something great award!			
16	Create models to incentivize staff at an individual level			
17	Create written job descriptions for each position and staff			
18	Set up bi-monthly meetings for staff needing coaching			
19	Clarify work schedule - dates and times			
20	Review expectations for conduct and dress code			
21	Review ongoing training and meeting expectations			
22	Have staff do self assessment to compare to manager's assessment			
23	Utilize action agenda format for reviews			
24	Create fun sales contests			
25	Create employee monthly recognition programs			
26	Maintaining employee recognition ideas and events			
27	Review employee files annually			
28	Documenting corrective action - ensure this is done every time			
29	Create clear corrective action policy			
30	Update employee manual each year			
31	Annual office retreat or team building session			
32	Clarify who is responsible for:			
	Human Resources			
	Payroll			
	Employee handbook			
	Insurance updates			
	Staff meetings			
	Bonus program creation, rollout, management			
	Staff recognition program			
	Quarterly continuing education for all staff groups			
	PROVEN SYSTEMS CREATE PROVEN RESULTS!			