



See It

Own It

Solve It

Do It

This newsletter will be published weekly to incorporate new ideas and lessons learned on our accountability journey.

A Message from Dave Hirz, President and COO

Team,

I want to thank each of you for the time that you committed and the engagement you demonstrated in our two recent Oz Principle workshops. I would like to encourage you to continue to build the momentum around developing a culture of accountability.

The energy in both sessions only confirmed my belief that we have a great team with the potential and motivation to lead our company to even greater successes in years ahead. It is important to continue to “model” the personal accountability tools such as staying “Above the Line”, Seeing It, Owning It, Solving It and Doing It and practicing focused feedback. Let’s all continue to find ways to integrate these tools into our daily routines.

Feedback is not limited to the number of spots on our card. This is an ongoing skill that we should integrate into our leadership style to sustain a culture of accountability. I have personally been doing the following:

- Every Monday morning I look at my week and choose the individuals that I will seek feedback from in that week either through an already scheduled meeting or by setting aside 15-20 minutes in a day to get together with them.
- During my weekly staff meeting we break into pairs and have short feedback sessions.
- We communicate performance around sales, EBITDA and business customer sales in my weekly staff meetings so that our entire team can be updated as well.

As far as the next steps, I am excited to announce that we have several things planned:

- We will be having another session with Partners in Leadership in July for an additional 50 participants. Training will send out an announcement when the date is confirmed
- We will be having nine individuals certified to training the Oz Principle within the company. They will complete their training in July and we will then create a schedule of internal classes
- We will publish a weekly Tips sheet to provide you with ideas of how to use these skills in your daily activities

We need everyone's commitment and ownership. I welcome your feedback and would like to hear the things that we are struggling with, and any success stories. Let me know where you are using the model to tackle some of your key business issues. During our second quarter update meetings, I will be checking in with you to continue to learn how you are working to enhance our culture of accountability in your department and across the company.

Thank you for all of your support.

Regards,

Dave