



See It

Own It

Solve It

Do It

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

## OZ Principle **Newsletter**

*August 8, 2011*

Classes Fill In Two Days!!!

We are very excited to announce that the August 12<sup>th</sup> and August 25<sup>th</sup> classes are both filled. We have a great mix of Operations, Supply Chain and corporate associates. Participant confirmations went out last week.

September Schedule

There are four classes scheduled for September. The dates and locations are:

Wednesday, September 7 – Commerce, CA; Citadel

Tuesday, September 13 – Northern California

Thursday, September 15 – Northern California

Wednesday, September 21 – Commerce, CA; Citadel

Join The Oz Book Club!

During the months of August and September we are going to concentrate on completing the reading the Oz Principle book. Each week you will receive an assignment that you can do personally or use in your team meetings. Once a month we will have a brown bag lunch session to talk about that month's readings. The August session will be Tuesday, August 23 from 12-1 in the Smart & Final room. If you are not in the Commerce area, please feel free to have similar sessions within your districts.

**Week of August 8:** Chapter 4 – Seeing It

**Reading:** Read pages 68-77

**Activity:**

Have a ten minute discussion with your team taking turns giving an example of when you have gone "below the line". What did you do to get back up or are you still there?

**Key Learning:**

"Below the line" is about not taking accountability. It is NOT necessarily a negative comment. Be careful to not use it as a hammer!!!!

Smart & Final Oz Moments!

**D-9 Does an Oz Module at Store Manager Meeting**

Joe Tischbern, certified trainer, wowed Ron's team with an overview of the accountability model and the results pyramid. He will be returning to do a full day workshop in the near future.

**Supply Chain Uses Lift At Q2 Team Meeting**

Ed McCallon, Kim Cook, Cindy Castro and Karen Korytowski, all certified Oz trainers, led the team in a LIFT exercise focusing on obstacles to increased engagement in the distribution centers.

**Finance Team Learns About Accountability**

Daniel Conn, certified trainer, spent time with Rick Phegley's team talking about the Oz training and how they would continue to work with the principles in the accounting/finance department.

**Accountability Awards**

Tom Paolucci, Vice President, Supply Chain created an Accountability Award that he recently gave to three recipients of his team who demonstrated the principles of See It, Own It, Solve It and Do It. The template of the award is attached.....let me know how you use it.