

**CHANGE: Feelings during exercise which many times are the feeling we have when we have to go through change.....**

Retarded	Drafted
Stupid	Resistance
Funny	Observant
Blind	Inconvenienced
Dumb	Reluctant
Ridiculous	Will it ever end
Happiness	Need to undress
Silly	Motivated
Deprived	Rose to challenge
Confusion	

Additional Comments:

Some changes are for good and some not good but that is why I am here because every day is different. We are not impacted the same when we go through change...we are all individuals.

**ORGANIZATIONAL CHANGES THAT WE ARE FACING IN THE NEXT FIVE YEARS**

Change at Yates seems like Top Secret sometimes....we don't know until Loretta tells us.

Growth  
More buses  
More drivers  
Better pay  
Diversify/more than bus driving  
Door to door with school bus  
Better buses  
Other agencies that have change because of governmental regulations impact us  
Dental/vision benefits

**How can we get through change? What helps us manage the change?**

Understanding why the change is needed  
Patience  
Acceptance  
Better communication between department  
Support—working together  
Adaptability  
Being non-critical to each other

**RECOMMENDATIONS:**

- A. Remember the exercise you did and the impact change had on you. Is there anything you can personally do to help you manage the change more effectively?**
- B. Look at the list of changes and answer the following questions:**
  - 1. Are there other changes that you need to evaluate? (look at positive and negative)**
  - 2. Based on all the changes, is there a plan you can put into place that will help you to be more proactive?**

**YOUR EXPECTATIONS for today's training session:**

Communication

All get along

Better communication among departments

Better vehicles

Knowing when to down a bus when it is bad – dispatcher has to ask

Bus drivers follow same rules...be consistent with customers especially paying fees

More communication with supervisor in disciplining drivers/policies

More acceptance of things can't change

Learn to be more open to others ideas

Communicate changes to bus drivers in better way

Discussed that we may not be able to get to the specific issues, but will work to build a foundation where when the issues are discussed it can be managed in an effective, efficient manner for everyone.

**GROUP DYNAMICS THAT HELPED WHEN YOU WERE WORKING TOGETHER.....**

Talking

Listening

Recognizing same problems

Same goals

Experienced same issues at the workplace

Stayed on task with topic

Able to agree

Got along

No hostility

Everyone awake

Patient listening

Forgot personal agendas

**WHAT DIDN'T WORK**

Ideas came too fast to record

Side conversations

## **TOP IDEAS TO DEVELOP TEAM SPIRIT AT YATES DIAL-A-RIDE:**

Ways in which you might increase your Team Spirit back at the office!! This is a brainstormed list from our session...the \* identifies those ideas that you liked the best.

- \*Communication
- \*Understanding
- \*Teamwork
- \*Organization
- \*Worry about own job not others
- \*Teamwork
- \*Working together
- \*Greeting with a smile
- \*Canoe trip
- \*Deli bar in break room
- \*Beach with the family

## REST OF IDEAS

- |  |   |
|--|---|
| softball games                         | Set goals                                 |
| wage increase                          | Listen, listen, listen                    |
| paintball                              | Keep things simple                        |
| picnic                                 | Determination                             |
| watergun fight                         | Don't use profanity                       |
| zoo.family                             | Be understanding                          |
| more buses                             | Have more patience                        |
| sleeping                               | Teamwork                                  |
| eating EVERYTHING                      | No griping                                |
| Daily jokes & riddles                  | Go to the source with complaints          |
| Independence                           | Follow the rules                          |
| Respect                                | Have a picnic                             |
| Encourage                              | Organization                              |
| Convince                               | Working together                          |
| Apolegetic                             | Less griping, more constructive criticism |
| Sympathetic                            | Less "talk" on the radio                  |
| Rewards                                | Communication with dispatcher             |
| Talk about problems & writing it up    |   |
| Talk about problems now no building up |   |
| Vision on more benefits coming         |   |

**RECOMMENDATION: Revisit/revote your list and implement some of your great ideas**

**WHAT HELPED YOU HAVE SUCCESS WITH THE GROUP KNOT:**

Cooperation  
Stand still & listen  
One goal  
Leadership changed  
Bob is 'frosting on cake'  
Lorreta climbing and ducking to keeps things going  
It was fun  
Didn't give up  
Group finishing first made it competitive  
Unions might create split (i.e.competition)  
Other divisions might create competition  
First group could have helped second group once they were done  
First group felt finishing was accomplishment  
First group, when they were done, could have cheered on second group

**BENEFITS TO YOU, AS AN EMPLOYEE OF YATES, TO WORK AS A TEAM**

Better respect for the art of bus driving  
More you understand the easier the job  
To understand the complete message  
Listen to others  
Personality differences  
Patience  
Less friction  
More work done  
Job security  
Hope for promotion  
Personal satisfaction and gratification  
Awards  
Employee of month  
More time  
Quality of work is better  
More fun  
Not as lonely

## **GOOD THINGS THAT ARE HAPPENING AT YATES**

growth  
new bus  
have a raise coming soon  
summer is coming  
schools out  
canoe runs/special trips  
set pace for moving people  
look forward to canoe runs  
have one new bus  
company picnic  
we're busy  
everybody getting to understand each other  
great team going  
getting more diversified contracts  
new lunch room

## **STRENGTHS OF YATES**

Employees/Boss  
Mechanics  
Working together  
Underlying understanding these will be confusing but all come back together in strength  
Community looks at us for programs  
Contracts – we'll get the job done  
People not afraid to call  
Volunteer driving programs  
Have Sue for volunteer program  
Vedra helps people understand better.

**RECOMMENDATION: Remember the good things that are happening and celebrate your successes!**



## **CHALLENGES AT YATES**

Kids

Keeping busses running

Attitudes

Money

Understanding vision of Yates

Coworker has bad experience and take it out on fellow workers

Yourself

If one person doesn't do their job it may interfere with others getting their job done

Manage system politics

Scheduling

Not listening and not asking questions

Communication system between buildings

## **ONE YEAR LATER WE HAD GREAT SUCCESS.....WHAT HAPPENED? GOALS/OBJECTIVES FOR THE FUTURE**

(Brainstormed list of ideas)

\*Brought communications together-cell phones, computers, internet

\*Expanded to include new busses/garages, diversification enacted new procedures

\*Dealt with the change

\*Accountability systems were in place – people knew what was expected

\*Better benefits – educational benefits

\*Excellent team work

\*Loretta run for mayor

**WHAT COULD BE NEXT AT YATES.....WHERE DO WE GO FROM HERE???**

**\*Use ideals as goals**

**\*Put negatives/past behind move forward**

**\*Personal commitment for change**

**\*Come together to gain a better understand of each other's job**

**\*See vision and understand how to be a part of change**

**BEST THING THAT HAPPENED TODAY.....WHAT I LEARNED.....**

Everyone has ideas

People thought the same as you

Benefits of training...you will get what you need-Appreciate people coming on day off – more meetings to be constructive/training

Need to work together as a team, help each other

Teamwork is essential to keep company strong

Need to go to person in charge who can help you solve problem

Go to source

Talk to each other if you need to say what you got to say

Teamwork & communication holds the system together

Communication from boss to employees – need to know why they are at this meeting

Dwayne will tell it like it is

More need to have wheel chair training

Need to report to mechanic so they can fix the problem

I already know these things and would rather be home with kids but hope others will listen to what has gone on today. I am alone because I have heard things about myself that I don't appreciate. If I am not doing my job I want to know.

Enjoyed session...learned about teamwork..good idea

Ditto

Needed a meeting like this

Ditto

Sharing other people job..teamwork

Appreciate each person and learned a lot today

Proud to be working ..love everyone ..workshop great for everyone

Learned everyone has similar ideas..how about suggestion box

Good to communicate...make fun out of your job

**YATES DIAL-A-RIDE**

**“TEAMBUILDING WITH A BANG”**

**FOLLOW-UP REPORT**

**PROGRAM DATE: APRIL 24, 1999**

**PRESENTED BY: DUO-Scheible/Towner & Associates**

**FACILITATOR: Lynne Smith Scheible**

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