

Making Every Cast Count - Tricks of the Trade

Facilitators: Tommy Ledbetter, Timothy Marshall, Jason Rash, Ronnie Miller

75 Minutes

Mission Statement/Facilitator Introduction (5 minutes):

- The purpose of our roundtable is to share ideas on how teams can make their tasks easier and boost productivity using FISH philosophy.

Class Introduction/Ice Breaker (5 minutes):

- Introduce (name + property) and tell us what is NOT your strong suit and what you do to try improve that quality.
 - Example (Ronnie Miller at Walden Glen - drywall and painting)

New Refrigerants (15 minutes):

- Play video - https://youtu.be/WAckh_paNi0?si=8XyUSVvx-4xkzZKQ
- Ask the class – who is completely familiar with these new refrigerants? Who has and what is everyone’s game plan for transitioning?

The Maintenance Team and Fish! Philosophy (10 Minutes):

- What are the four Fish! Philosophies, and what do you feel they mean in general?
 - Choose Your Attitude – positivity and keeping an open mind
 - Play - connecting with residents, team and vendors.
 - Make Their Day – Taking care of their needs
 - Be Present – Active listening and addressing concerns
- How can we implement these philosophies with our maintenance teams?
 - Choose Your Attitude
 - Maintaining positivity. Choosing a positive attitude coming into the property.
 - Your attitude also influences those of your team and residents you interact with.
 - If you notice someone else with a down attitude, try to do what you can to improve it.
 - You can’t choose other people’s attitudes or how they act towards you, but you can choose how you react.
 - Play
 - Inside jokes
 - Challenges (how many work orders can you do)
 - Team lunches
 - Make Their Day

- Leave early, extended lunch if it allows.
- Praise them for jobs well done or when residents give them praises.
- Celebrate birthdays or special occasions.
- Be Present
 - Lead by example
 - Address training needs
 - Taking their concerns/complaints seriously and not be offended
 - If a resident is upset, empathize with them and do what you can to address the problem.

Tricks of the Trade (40 minutes):

- See handout and Power Point. Teams were asked to submit their Tricks of the Trade, which were compiled to conduct a full roundtable discussion on these and where else we can improve our day-to-day efficiencies.

<https://1drv.ms/p/s!AIYaOxBa4UWXgXlBrsoAsLfC88a1?e=AjEkU3>

Conclusion:

Classes should be leaving with an open Mind about how they can make their team's job easier, more efficient, and more enjoyable. We should be encouraging with our teams and leading by example to help everyone excel together towards a common goal.