



We can't serve  
soggy fries...

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A speaker icon is located in the top left corner, enclosed in a white circle. Below it, there is a decorative graphic consisting of overlapping blue and green diagonal shapes.

# What is your why?

- Why are you here?
- Why did you choose this career?
- Why do you do what you do everyday?
- Why are you excited?

My why: Leading and Coaching




Driven by commitment and respect, we venture out to ensure the independence of our passengers for all communities we serve.



- Consistency
- Respect
- Community
- Independance
- Perception





# Provide the service they want, not the service we want

- Remove bias
- Remove personal opinion
- Remove what we think people deserve
- Result: best possible customer service, positive word of mouth marketing





# Shifting Mindsets

## Carol Dweck, Mindsets

- I can't do this
- This is too hard
- I'm not doing that
- I quit
- I hate this
- People are going to take advantage of that
- You are going too easy on people
- It's not my fault
- I don't care
- Why don't you get so and so in trouble, they did it too
- I love a challenge
- I was hoping this would be informative
- I will try my best
- I can do this
- Oops I made a mistake, let me try again
- I won't give up
- I will let you know what feedback I have
- I want to learn
- Can I teach others?



# Fixed Mindset

- Intelligence is static
- No one can or wants to change
- Closed and resistant
- Do not like working with people
- Argue
- Cut corners
- Avoid challenges
- Feedback is ignored or shifted to blame someone else
- Strong desire to look smart at all cost





# Growth Mindset

- Intelligence can be developed and learned
- Desire to teach and learn
- Embrace challenges
- Persist
- Mastery is not instant
- “Not yet...”



# How can we be a little better today than we were yesterday?

- Trying our best
- Learning curve
- Coaching mindset and personal bias
  - Celebrate trying new thing, whether or not it actually works
  - Progress
  - Perseverance
  - Strategy
- Clear expectations
- Supportive feedback
- Empathy



# Coaching Formula

- Step 1: State what you notice
  - “Can I be honest with you...”
  - “It was reported to me that...”
  - “I just wanted to mention...”
- Step 2: Ask why
  - “Can I ask why?”
  - “Walk me through that decision.”
  - “Can you help me understand how this happened?”
- Step 3: Show empathy
  - “I totally get that..”
  - “I can see your thinking...”
- Step 4: Find a solution
  - “Where are we going to do to move forward?”
  - “What can I expect from you?”
  - “Can I count on you to... You can count on me to...”
  - Documentation



Good luck serving those crispy fries!