**Values Integration**

In each of the following examples from Copperfield, we want you to take each of the values and identify the behaviors and attitudes that would reveal you and your team are living out the values.

**Example 1: Gear Boxes**

If we were servicing with INTEGRITY, what would our gear box service have to include before we handed a car back to the customer?

If we were TRUSTWORTHY, how would we communicate and educate our customers?

If we were working as a TEAM, what support do we need to ensure that processes and procedures are carried out at the store level?

If we work on cars with EXCELLENCE, what would a rear wheel differential inspection entail?

If we were showing RESPECT to the customers, how would we manage time to make sure they got what they were expecting?

**Example 2: AST (Average Service Time)**

If we were handling AST with INTEGRITY, what would that look like?

If we were TRUSTWORTHY with AST, what behaviors would be exemplified by your team?

If we were working as a TEAM, what support would be needed to make sure there is consistency among all employees?

If we were a company of EXCELLENCE, what qualities would customers want to know exist among our people?

If we were showing RESPECT to our company as well as our customers, what could they expect from us that would demonstrate that?

**Values Integration – Cont.**

**Example 3- Response Time**

If we are had INTEGRITY as a company as a whole, what behaviors would most reflect this value?

If we want to be seen as TRUSTWORTHY with our teammates, how will be demonstrate that?

If we want to be a great TEAM member, what do you need to communicate to him or her for that to happen?

If we want to be known for EXCELENCE in our culture, what will that look like to teammates as well as vendors? Customers?

If we want to demonstrate RESPECT in how we address the needs of others in our company, what will we need to do differently to ensure that happens?

**Example #4 – Activity Board**

If we have INTEGRITY in how we lead our teams, how would the activity board be handled?

If we were TRUSTWORTHY with the company, what behaviors would most reflect that quality?

If we want to demonstrate a TEAM mindset, what would that look like to your employees?

If we want to be known for EXCELLENCE, what meaning would the activity board have?

If we want to demonstrate RESPECT for the organization and our commitment to our values, what would that look like and how would our customers know we took it seriously?