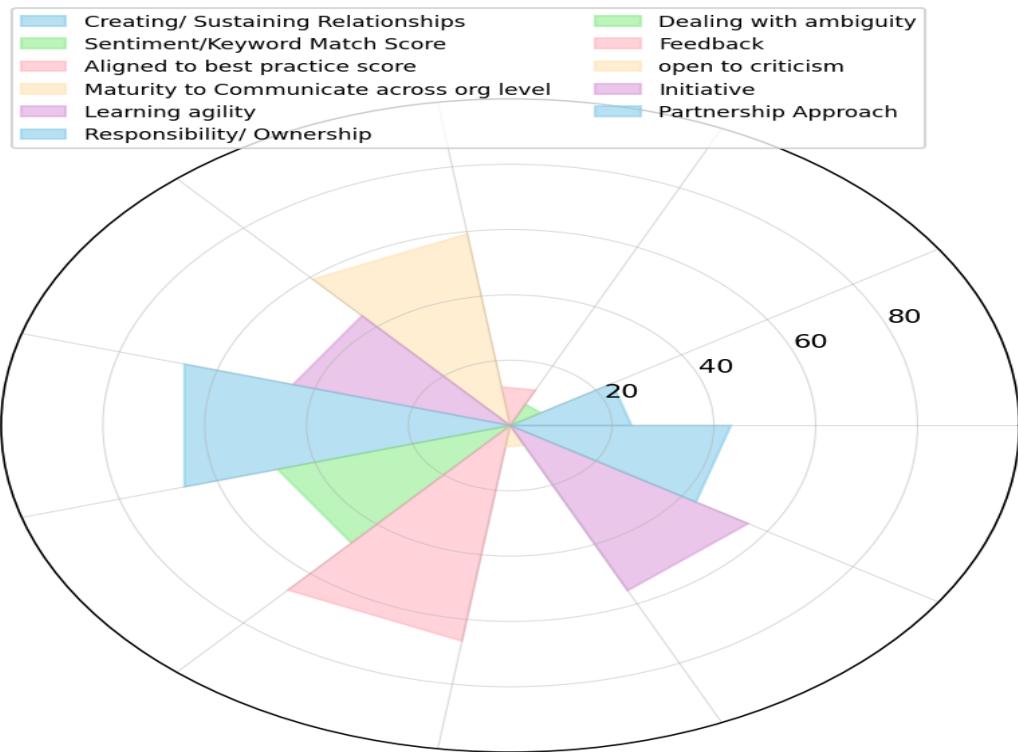


# FINAL REPORT



## Score Totals

Name	Score	Total
Creating/ Sustaining Relationships	5	21
Sentiment/Keyword Match Score	3	42
Aligned to best practice score	5	42
Maturity to Communicate across org level	16	27
Learning agility	4	9
Responsibility/ Ownership	4	6
Dealing with ambiguity	10	21
Feedback	2	3
open to criticism	2	30

Initiative	10	18
Partnership Approach	13	30

## Conversation Thread

Hi Everyone. Hope you had a comfortable journey.

Score: ★★

Oh that must have been tiring. Should I order breakfast or Tea/coffee? Others - tea or coffee?

Score: ★

Oh okay. Fine. I want to start by saying that we need to work as a team because the news I need to share is going to be tough.

Score: ★

Our revenues have not been good due to low Sales, low IRR and low tenor. Our costs are fixed. For example salary, rent and collections and write-offs. Now, I understand that some Sales frauds have been found which have created huge losses for this location.

Score: ★

"We have 3 issues with our location: One we have not made profits; second, a recent fraud discovered has wiped out the revenues; third, we are a pilot location and were to set an example - and we have been non-performing. So based on that it is decided that we need to close 2 locations - location 1 and 4 - immediately and put location 5 on watchlist for 2 months."

Score: ★

I understand the issue and what this means for us. And I need you to understand the business side. Firstly, our revenues are low, our costs are full. Secondly, a Fraud identified recently has made revenues zero. Thirdly, as a pilot location, we are a poor example to others. So it is decided that we will close 2 locations - locations 1 and 4 - and location 5 will be on the watchlist for 2 months.

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