

Connecting

FEBRUARY 2021

NEWS FOR MANAGERS & MECHANICS

The Eight Pillars of Trust

Every day when boarding a school bus, students and their parents are trusting the bus driver to provide a safe ride to and from school. So, what is trust? When asked to share one word that sums up the understanding of the definition, the responses included **honesty, loyalty, integrity, mentoring, comfort, friend, surrender and faith.**

Trust is a confident belief in a person, product or organization. With trust, a system will be the most efficient possible system that one can create. For organizations, when trust increases, so do the output, employee morale, retention, productivity, innovation, loyalty and revenue. However, a lack of trust is what costs organizations dearly.

In every single action that we have with every single person, we increase or decrease trust. In my research, I discovered **Eight Pillars of Trust** that help one build that relationship, and in return, create a stronger organization.

- **Clarity** is a clear message sent to a recipient. There are three questions that drive clarity and have changed organizations. How? How? How? You must ask “how” at least three times to create a final “how” that finally leads an organization to answer how it will take action toward solving a particular issue.
- **Compassion** is when people care beyond themselves. The most trusted person in the world, he said, is mom. A mother will go out of her way and do anything for her children. He added that people leave an organization because they are not feeling that compassion and they don't feel appreciated.
- **Character** refers to when people trust those who do the right thing, rather than the easy thing. Instead of telling my kids to “have fun,” something that younger generations are already doing now, I tells my kids to “be good.” Choosing to do the right thing over what is easy is what gives someone that trust.
- **Competency** is the ability to stay fresh, relevant and capable—to learn from each other and build ideas with one another. In terms of school buses, parents want to know their children are cared for by a competent busing system that leads to a trusted output of students being delivered to their destinations safely and on time.
- **Commitment** is trusting people who stay committed in the face of adversity. I'll reference Martin Luther King, Jr. and Mahatma Gandhi. Both men remained committed to their causes, regardless of the adversity they faced. Commitment is doing what you said you would do, even when no one is looking.
- **Connection** is the goodness that comes out of the association, the willingness to connect and share ideas. Companies that can't figure out how to work together have a problem. It takes a team to get something done. When creating the iPhone, while the credit is given to one person, it took a team of people to get the job done.
- **Contribution** is the result. The results in the school bus industry consist of transporting kids to school on time and safely.
- **Consistency**, the last pillar, is sameness. In an organization, this is known as the brand. The world is changing, and therefore, you have to be consistent in a way of change. It's the small, everyday interactions that gain trust and consistency. Becoming a good leader, or a bad one, is the result of every interaction you have with a person and how they add up.

Determine what you are doing well and where improvements can be made. While building trust does take work, everything of value is based on trust.

David Horsager, CEO the Trust Edge Leadership Institute

Celebrate School Bus Driver Appreciation Day

For the fifth year in a row, Governor Tim Walz, has declared February 24th as School Bus Driver Appreciation Day.

The day is an opportunity to acknowledge the hard work and dedication school bus drivers exhibit everyday whether driving students or delivering food and homework during these changing times.

Make this day a positive reminder to appreciate everything they do.

Taking the time to express how much you appreciate your employees is one of the keys to success.

What do you have planned? Here are some ideas:

- ⇒ Contact your school officials and have students make cards or a sign as a way of acknowledging the drivers hard work. Place a sign in a place that the community can see too
- ⇒ Wash their car while they are on route
- ⇒ Breakfast bars, cookies, candy bars, snacks in a basket
- ⇒ Scratch off lottery tickets with a message “We are lucky to have you on our team! I hope your lucky too”
- ⇒ A handwritten note expressing your gratitude for their continued dedication to the community

Is It
Spring Yet?



Leave everyone and everything better than we found them—Mike Hennek

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Getting Back to School...What Has Changed?

The Minnesota Department of Health, in conjunction with the Minnesota Department of Education, continues to impose requirements on schools and school transportation:

These five requirements apply to a full open scenario:

- All students, staff, and other people riding on school transportation vehicles are required to wear a face covering.
- Arrange seating to maintain 6 feet of distance between the driver and all riders.
- Assign and document seating for riders to assist with contact tracing when there is a person who is found to be infectious on the bus. Riders are to remain seated in their assigned seat for the entire ride and round trip when applicable.
- Removing a face covering even for a short period of time increases the risk of viral transmission when using transportation. Activities that require the removal of face coverings, such as eating or drinking, are not allowed while on transportation regardless of whether it is for school-day transportation or for after-school activities, such as sports.
- Make sure the vehicle is well ventilated.

If you are functioning under a Hybrid scenario, then those requirements your company received earlier, still apply.

If the school is full open, then the number of students allowed on the bus is full capacity except for the requirement that there be 6 feet between the driver and any passengers.

Walk through and check the
Slip & Fall Safety Checklist

Page 11 in the Managers Guide to reduce the risk of injury at your location

DATES TO KNOW

- FEBRUARY 24TH—MINNESOTA BUS DRIVER APPRECIATION DAY
- MARCH 14TH—DAYLIGHT SAVINGS—TIME TO SPRING FORWARD
- APRIL 30TH—1ST PERIOD RANDOM TESTS DUE

BIRTHDAYS

FEBRUARY

16th – Tim Siedlecki
16th – Tom Swore
17th – Colin Pathoumthong
22nd – Brian Mattocks



*IF YOU'RE INTERESTED IN
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CHRISTMAS IN CROMWELL



SUNNY DAYS IN EAST CENTRAL



FEBRUARY 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 PAYROLL	5 PO LISTS DUE	6
7	8	9	10	11	12	13
14	15 SCHOOL DIST. BILLING	16	17	18 PAYROLL	19 PO LISTS DUE	20
21	22	23	24 <i>Bus Driver Appreciation Day</i>	25	26	27
28						