

JUST ONE THING

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Company/Organization: Jack's Pizza

Type of Organization: For profit business

Number of Employees: 17

Category: Workplace

Challenge or Opportunity: Since late February/early March when COVID first became a clearcut emergency, we've noticed a severe increase in customer aggression towards our workers.

Approach or Solution: 1. Contracted the services of an anonymous misconduct reporting app (<https://www.not-me.com/>) & provided app access to all employees.
2. Brought in a NYC communications coach (<https://presentvoices.co/>) for a 12-15 week Resiliency in the Workplace workshop series for leaders, workers & youth.
3.Coordinated worker focused social media strategy.

Impact: 1. Increased understanding and quantification of the worsening challenge of customer aggression and the immediate need to provide more training and development to our frontline restaurant employees.

2. Increased confidence, awareness and understanding of communication anxiety, needs and drivers.

3. Values aligned social media.