



Management Process

Thank You for Attending this
Results Zoominar

Live Today and Library Content Soon

Powered by **YOU NET RESULTS**

Continuing Management Thinking

Management is a Process....

When Utilizing **YOU *TOOLS***

YOU NET
RESULTS

Management Process

Two of the *Premier* Automotive Guides

Brian Gillis

Jim Ryckman





**YOU NET
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Management Process

About Brian Gillis...

- 25 Plus Years operating auto repair shops in Texas, Georgia and Colorado, multi unit stores
- Hired and Trained over 2000 staff members
- Budgeting and Profits Brian's Specialty
- Smooth as silk with customers
- Polished and Professional
- Seasoned Automotive Veteran
- Owner and Founder of YOU NET RESULTS



**YOU NET
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Management Process

About Jim Ryckman...

- Founder and Operator of Rytek Automotive
- Moved from Business Owner to Business Leader
- Automotive Technician Trained
- Level 3 Leader
- 25 plus years of business know how
- Dollar Time Facilitator
- Zoominar Presenter
- TurnAroundTour Language Instructor



Management Process

Recommendation from You Net Results / dealing with COVID-19

- Let your customers know you are **OPEN**, internal email blast / text / phone calls / social media / and your website.... Get the message out!
- **Message should be:** Care and concern for you employees, customers, and communities
- **What's important to share:**
 1. Staff has been trained and received additional education on COVID–19 safety protocols
 2. Sanitize each vehicle and keys before and after service
 3. Technicians wear gloves when driving your vehicle
 4. Free customer shuttle
 5. Free pickup and delivery
 6. Early bird / night owl key drop box
 7. Financing available with up to _____ months of zero % interest
- **Be sure if you proclaim it, that it is happening!! If It's not happening... it should be !**



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Management Process

Many have discovered in the past...

- Management can be a process!
- Management can be learned!
- Management can be taught!
- Management can be “FUN”!
- Management can be systemic!



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Management Process

YOU *TOOLS*

- Processes and Systems run your business...
written or unwritten
- People run the Processes and Systems
- Making your business process and systems
dependent not people dependent is the major
objective of the Management
- People are not manageable



**YOU NET
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Management Process

YOU *TOOLS*

It's easy to build a management process but it's
easy not to!

How-to build Your Management Process

6 Steps

1. Thinking
2. Words
3. Action
4. Habits
5. Perseverance
6. Attainment



**YOU NET
RESULTS**

Management Process

What are? Management YOU *TOOLS*

- They are built for YOUR NET RESULTS
- Designed to help YOU be in Process
- TAP – Turnaround Point Book...Gary Gunn's Voice in Print and Audio
- Moving from fire fighter to calm under fire management (FF to CUF)
- Management Silver Bullets do not exist



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Management Process

YOU *TOOLS*

- Are you in level 1 Management?
- Are you in level 2 Management?
- Are you in level 3 Management?
- Are you in level 4 Management?
- **Please take this Management Level Test:**



**YOU NET
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YOU *TOOLS*

- **Level 1 Management:** your staff is working in the business every day, writing up customers, fixing cars, ordering parts; selling jobs – With no written process or systems to follow....you have a fire fighting management style. We call this caught in the weeds of management. If this is where you want to be GREAT...Level 1 is working for you.



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- **Level 2 Management:** is beginning to create management using a systemic approach and getting things done through people running the processes and systems, and have a list of processes and systems that need to be written. If this is where you want to be GREAT...Level 2 is working for you.



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- **Level 3 Management:** is well on the way to create management using a systemic approach and getting things done through people running the processes and systems, and have a few more of processes and systems that need to be written. If this is where you want to be GREAT...Level 3 is working for you.



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- **Level 4 Management:** has a well documented set of processes and systems that have created a management style using a systemic approach and getting things done through people running the processes and systems, and have a few minor ongoing changes in the processes and systems that are written. If this is where you want to be GREAT...Level 4 is working for you.



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YOU *TOOLS*

- Three “P” Triangle People-Process-Profit
- Three Tool Management
 1. Financial
 2. Strategic
 3. Tactical
- WOIT – Working on it Tuesday
- PAHR – Prepare – Attract – Hire – Retain
- Behavior Never Lies by Richard Flint



**YOU NET
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Management Process MP

YOU *TOOLS*

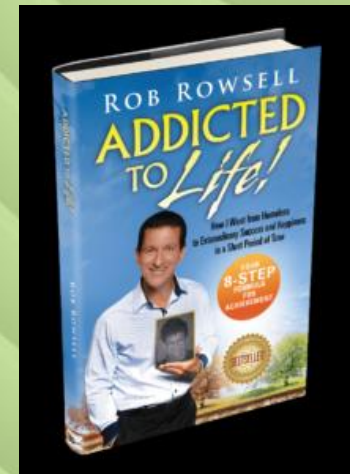
- Slight Edge book by Jeff Olson
- Lotus Code by Mark Yarnell
- E-Myth Mastery Management Module
- MOCC
- SMS – SBS – STS – SPS
- No Reverse Club

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YOU *TOOLS*

- ALL-In ATL Community ([Web Link](#))
- Addicted to Life (ATL) by Rob Rowse ([BUY Book](#))
- ATL Quarterly Strategic Action Plan
- ATL 8 Step Building Blocks
- ATL Action Guide ([Get it Link](#))





**YOU NET
RESULTS**

Management Process MP

- **YOU *TOOLS***

- **E-Myth Mastery Mod 2: Management**
- Client KnowledgeBase Instructions
- Consultant KnowledgeBase Instructions
- MG0010 – Your Business Systems Strategy
- MG0020 – Your Organizational Strategy
- MG0030 – Business Development Meetings Employees
- MG0040 – Developing Your People
- MG0050 – Position Contracts
- MG0060 – Working Relationships That Work
- MG0070 – Your Controlling Calendar System_pg.22-29
- MG0070 – Your Controlling Calendar System_pg.30
- MG0080 – Operations Manuals
- MG0090 – Systems Design And Documentation



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