People Process

Thank You for Attending this

Results Zoom Meeting

Live Today and Library Content Soon

Powered by **YOU NET RESULTS**

Continuing People Process Thinking

People is a Process….

When Utilizing YOU *TOOLS*

YOU NET RESULTS

People Process

Two of the ***Premier*** Automotive Guides

Brian Gillis

Jim Ryckman

People 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

People 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

People Process

Many have discovered in the past…

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

People Process

YOU ***TOOLS***

It's easy to build a People Process but it's easy not to!

How-to build Your People Process

6 Steps

1. Thinking 2. Words 3. Action

4. Habits 5. Perseverance 6. Attainment

People 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 Manager

People Process

What are? People 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 business owner to business leader (BO to BL)
- People Silver Bullets do not exist

People Process

YOU***TOOLS***

- Three “P” Triangle People-Process-Profit
- Five YOU***TOOL*** Player

  1. Financial 2. Leadership 3. Management

  4. Strategic 5. Tactical
- WOIT – Working on it Tuesday
- PAHR – Prepare – Attract – Hire – Retain
- Behavior Never Lies by Richard Flint

People Process

YOU ***TOOLS.. Job Talk***

Gen. Mgr. – Technician – GS – Front Counter Staff

What would it say?

YOU NET RESULTS

People Process

YOU ***TOOLS***

Looking for a Gearhead?

People Process

YOU ***TOOLS***

- People the number ONE talked about item in our business
- People the base of our Three P triangle
- People the number ONE challenge and concern
- Let's share your issues and we can solve them in Round Table Fashion just like you would with a Board of Directors...Lay your issues on the Table and ask for help.

People Process

YOU ***TOOLS.. Round Table***

- People challenges
- People issues
- People retention
- People mentoring
- People coaching
- People pay plans
- People recruiting
- People hiring
- People ready
- People scenarios
- People concerns
- People finding

People Process

YOU ***TOOLS.. PAHR***

4 STEP PROCESS

1. Prepare
2. Attract
3. Hire
4. Retain

Norm Bobay

People Process

YOU ***TOOLS..*** *Norm Bobay – Hiremax*

People Process Library (Review)

- PAHR – Prepare, Attract, Hire, and Retain
- Orion Pre-Screen Assessment
- TTI Applicant and Staff Assessments Plus
- TTI Job Benchmarking Assessments
- TTI Learning Management System (LMS)

People Process

- YOU ***TOOLS..*** Prepare

People Process

YOU ***TOOLS..*** Attract

People Process

YOU ***TOOLS..*** Hire

People Process

YOU ***TOOLS..*** Retain

People Process

YOU ***TOOLS..*** Behavior

- **How** I do what I do

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YOU ***TOOLS..*** Motivators

- **Why** I do what I do

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YOU ***TOOLS..*** Competencies

- **What** I can do

People Process

YOU ***TOOLS... Bad Hires***

“Bad hires bring down the mood of the whole team because they aren't pulling their weight”

- Shaun Thomson

One “bad apple” can bring down team performance by 30% - 40%

Felps, Mitchell & Byinton

People Process

- YOU ***TOOLS***

People Process

YOU ***TOOLS.. Cost of People***

- $ 12.00 Per Hour
  X's 40 Hours
  X's 52 Weeks

  = $24,960 Per Year

In 10 Years

w/o Raises or Benefits

1/4 of a MILLION DOLLARS

People Process

- YOU ***TOOLS***

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YOU *TOOLS*

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

YOU NET RESULTS

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YOU *TOOLS*

John C. Maxwell

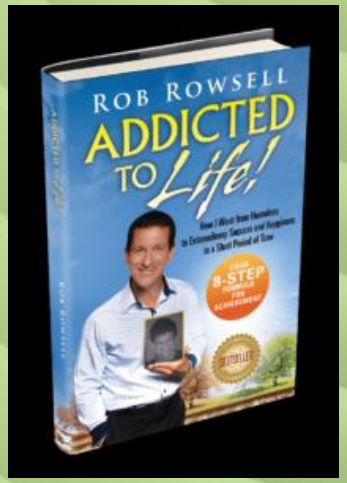
- Five Levels of Leadership
- 21 Laws of Leadership
- Developing the Leader With YOU
- Developing the Leaders Around YOU

People Process

YOU *TOOLS*

- Go for No by Richard Fenton & Andrea Waltz… Go For No Breakthrough Pak (BUY Link), Hard Copy of Book (BUY LINK), 2 CD Pack Audio (BUY LINK),
- Coaching for Improved Work Performance by Ferdinand F. Fournies (BUY Link)

People Process

YOU *TOOLS*

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