



# *Leadership Process*

Thank You for Attending this

**Results Zoom Meetings**

Live Today and Library Content Soon

Powered by **YOU NET RESULTS**

**Continuing Leadership Thinking**

**Leadership is a Process....**

**When Utilizing YOU *TOOLS***

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# *Leadership Process*

You Net Results *Premier* Automotive Guide

Brian Gillis





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# *Leadership 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





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## **YOU *TOOLS.. Confidence***

### **COACHING GROUPS BUILD CONFIDENT LEADERS**

#### **for Auto Repair Shop Owners and Staff**

- Define confidence in you own words
- What do you have to do to become a confident leader?
- What does each of your staff members need to do to be come confident?



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## **YOU *TOOLS.. Why? Results Mantra***

At *You Net Results*, we facilitate *coaching groups* for auto repair shop owners, so you reach a *turnaround point* where you emerge from the experience moving from a *business owner* to a *confident business leader* eliminating your *silent thieves*.

Reaching your *turnaround point*

Emerging from your *experience*

Eliminating your *silent thieves*

***R***eaching – ***E***merging – ***E***liminating

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# Leadership Process

## YOU **TOOLS.. Silent Thief**

How long are you going to let **Silent Thieves** rob your automotive repair shop? With **Poor**:

- Leadership and Management Processes
- Front Counter Processes \*How-to Manual
- People Staffing Processes \*Daily Operations
- Financial Processes
- Do **YOU** need to stop the theft of your future?
- Are **YOU** willing to do what it takes? If **YOU** don't fix the **silent theft** – **YOU** might as well put the key under the door...and not come back tomorrow!





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**YNR *BIG THREE*: 1: Counter 2: Staffing 3: Operations**

***Brian's Know-How and Experiential SIX***

1. LD-YNR – 0100 - Leadership Process
2. MG-YNR – 0200 - Management Process
3. GM-YNR – 0300 - General Manager Process
4. FP-YNR – 0400 - Financial Process
5. DO-YNR – 0500 - Daily Operations Process
6. PP-YNR – 0600 - People Process



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# *Leadership Process*

**YOU *TOOLS***

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

*How-to build* Your Leadership Process

6 Steps

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





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**YOU *TOOLS*.. Today's Agenda** (See Next Slide for more SOPs)

*Brian's Know-How and Experiential*

- 0100 - SOP - Overall Leadership Process (on 8.4.20)
- 0100-1 SOP – Paint Your Picture for Each Year (on 1.4.22)

*SOP Formation and Review and Update*

- 0101 – SOP – Leadership Lives in You
- 0102 – SOP – Six Steps (on 9.22.20)
- 0103 – SOP – Five Tool Player
- 0104 – SOP – Results Coaching Systems & Process
- 0105 – SOP – WOIT (Working on it Tuesday) (on 9.22.20)
- 0106 – SOP – Leadership Four Level Test (on 11.24.20)
- 0107 – SOP – Moving From Business Owner to Business Leader
- 0108 – SOP – TTI Assessment
- 0109 – SOP – Eliminating the Silent Thieves (on 1.26.21)
- 0110 – SOP – TOP 10 Things a Leader Must do Well
- 0111 – SOP - The FIVE Tools of No-Reverse Leadership (on 3.23.21)
- 0112 – SOP – Mastery LD-0020 Your Primary Aim Review

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## YOU **TOOLS.. Today's Agenda**

- 0113 – SOP – Leadership Confidence Review (on 4.29.20)
- 0114 – SOP – Implement it – Execute it – Habitize it (10.2019 during TAT Reunion)
- 0115 – SOP – Multi Store Discussion with Kerry, Rob and Mike
- 0116 – SOP – Shop Acquisition Made Simple by Greg Sands (360 Virtual)
- 0117 – SOP - Getting and Achieving Buy-In

### Monty Moran's - Leadership OR Management

Leadership is about getting someone to do something for themselves

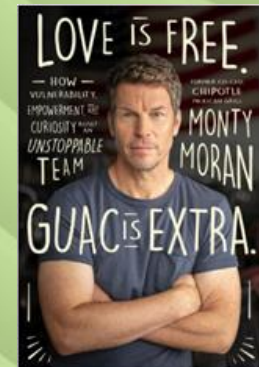
Management is about getting someone to do something for you

Leadership is about, you know, well, in short it's about love it's FREE

Management is really about manipulating people

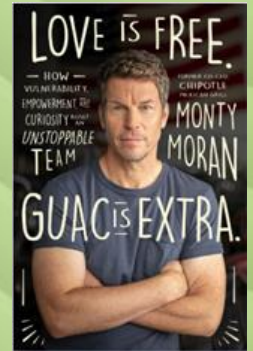
Essentially: While management is hard. Leadership done right is not.

- 0118 – SOP – Overall - Managing or Leading Defined by Monty
- 0118-1 – SOP – The One Thing – General Manager
- 0118-2 – SOP –
- 0118-3 – SOP – Top 10 Things Exercise – Pick Three (Covered 1.11.22)



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## YOU **TOOLS..** *Today's Agenda*

### Monty Moran's - Leadership OR Management....

- 0118-4 – SOP – Empowerment “The Holy Grail of Leadership” **(covered 2.1.22)**
- 0118-5 – SOP – Twelve Tactics to Create a Feeling of Empowerment **(covered 1.18.22)**
- 0118-6 – SOP – Communication **(covered 3.15.22)**
- 0118-7 – SOP – Ensuring Excellent Operations **(covered 2.15.22)**
- 0118-8 – SOP – Hiring the Right People **(covered 3.8.22)**
- 0118-9 – SOP – Creating a Strong Culture with One-on-Ones **(covered 2.22.22)**

### Financial Now – When – Exit - Recipes

- 0119 – SOP - Now Recipe
- 0120 – SOP – When Recipe
- 0121 – SOP – Exit Recipe



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## **YOU *TOOLS.. Today's Agenda***

- 0122 - SOP – WWYD What would you do? **122 Series**

Leadership Zoom 7.26.22

**Topic:** Hero or Idiot... How to handle the intermittent failures without getting your lunch eaten....

Leadership Zoom 6.28.22

**Topic:** Methods to improve employee retention

Leadership Zoom 5.24.22

**Topic:** Which marketing dollars creates the best ROI on the Investment, Magazines, Direct Mail, Social Media, Texting, Lost clients, etc.?

Leadership Zoom 5.3.22

- Topics:**
1. Do you pay your people for training?
  2. Are you using a progressive labor matrix
  3. Share experience with loaner cars.



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## **YOU *TOOLS.. Today's Agenda***

- 0123 - SOP – Leadership BONUS 123 Series

Leadership Zoom **8.2.22**

**Topic:** Health Care for Staff Members & Check Washing

Leadership Zoom **8.9.22**

**Topic:** Pitfalls of Working IN Too Much & Not On It Enough



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## **What are? Leadership 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)
- Leadership Silver Bullets do not exist



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## **YOU *TOOLS***

- Are you a level 1 leader?
- Are you a level 2 leader?
- Are you a level 3 leader?
- Are you a level 4 leader?
- **Please take this Leader Level Test:**



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## **YOU *TOOLS***

- **Level 1 leaders:** are working in the business every day, writing up customers, fixing cars, ordering parts; selling jobs....you are a staff member of your business....you have a job. We call this caught in the vortex of daily operations. If this is where you want to be GREAT...Level 1 is working for you.





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## **YOU *TOOLS***

- **Level 2 leaders:** are managing creating and managing using a systemic approach and getting things done through other people, and occasionally jumping in and helping. If this is where you want to be GREAT...Level 2 is working for you.



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## **YOU *TOOLS***

- **Level 3 leaders:** are above the daily vortex and has successfully hired and training a manager as a level 2 leader. You are experiencing some freedom of business ownership. You are not necessary every day to make your business run smoothly. If this is where you want to be GREAT...Level 3 is working for you.



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## **YOU *TOOLS***

- **Level 4 leaders:** are **FREE** from the business; they have a level 3 leader plus a level 2 manager coached and trained to work the business for them. You are now free to roam the fields of life looking for your next adventure. If this is where you want to be **GREAT**...Level 4 is working for you. Remember any level works it all depends on what you want...that's a personal decision. I know from personal experience whatever level leaders I spend time with that will up my game.



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## 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



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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



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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



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## **YOU *TOOLS***

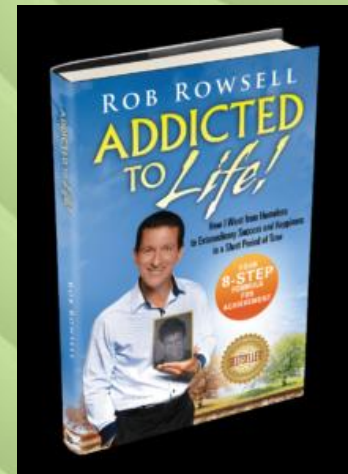
- Go for No by Richard Fenton & Andrea Waltz... Go For No Breakthrough Pak (BUY [Link](#)), Hard Copy of Book (BUY [LINK](#)), 2 CD Pack Audio (BUY [LINK](#)),
- A function of leadership's ability to enlist others to fail with and for them, because if individual failure means individual success, then group failure equals team success!
- Coaching for Improved Work Performance by Ferdinand F. Fournies ([BUY Link](#))

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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](#))







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## **YOU *TOOLS***

Essential YOU Leadership Process Tools

- 1. **SMS** – Staff Mentoring Session
- 2. **SBS** – Staff Behavior Session
- 3. **STS** – Staff Training Session
- 4. **SPS** – Staff Potential Session
- 5. **WOIT** – Working On It Tuesday



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## **YOU *TOOLS***

1. **SMS** – Staff Mentoring Session
  - Once per week per staff member for 15 minutes
  - Not Coaching just Mentoring
  - Monkeys go with staff members
  - 80% rule



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## **YOU *TOOLS***

### 2. **SBS** – Staff Behavior Session

- When needed
- Coaching Session not Mentoring
- Short 1-3 minutes
- Three C's...Concern – Cause – Correction
- Acceptable (90%) or Unacceptable (10%) Behavior Session



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## **YOU *TOOLS***

### 3. **STS** – Staff Training Session

- **The fix that always works: STS \*20-10-10 Program** You have heard me talk about it many times it's about executing the STS Systems Training Session....Here is how it works the best. Follow the steps below and watch the magic begin before your very eyes.
- **1.** Your STS will be held once per week for 20 minutes (You set the time 52 weeks per year) all staff members will attend no exceptions.
- **2.** Your STS will be on a 10 week topic rotation.
- **3.** Your STS will be affiliated by the owner for the first 5 sessions, and then you will pass the facilitation around to all staff members. Let them experience facilitating the sessions.
- **4.** Your STS first assignment will be to select 10 Key Systems from the time you get the customers keys until you give them back, that make your business run successfully, please include all your staff in these system selection process.
- **5.** Your STS staff will review, write and train on one system per week for 10 weeks; you will repeat this for the rest of your business career, forever and ever.
- **Quick Review:** 20 Minute Sessions Weekly forever, 10 Key Systems written, 10 Week Rotation



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## **YOU *TOOLS***

### 4. **SPS** – Staff Potential Session

- Once per week for 20 minutes
- Sell and Tell the WHY story
- Every Car is a Story
- Directional Vision sharing
- Concept / Method and Model Review



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## **YOU *TOOLS***

### 5. **WOIT** – Working on it Tuesdays

- Work on You
- Work on Strategical items
- Work away from your business
- Attend all You Net Results Zoominars
- Rotate the Zoominar topic focus on it until next Tuesday (Tuesday to Tuesday Rotation)



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## **YOU *TOOLS***

- *No Reverse...By Gary Gunn*
- I want to share this story with you to make a point.
- The first time I saw her, I fell in love. She was a beauty - Sleek – Clean - Radiant. As soon as I spied the 1962 Ford Thunderbird at the used car lot, her shiny exterior and killer interior beckoned me. I knew this was the car for me. So I plunked down \$800 and purchased my first car.
- But there was a problem lurking inside my prized possession. A few months after I bought my T-Bird, it suddenly became particular about which way I could go. It allowed me to go forward, but I couldn't go backward. The T-Bird had no reverse.
- Although not having a reverse is a problem in a car, sometimes it's good for us to be a little like, my T-Bird. We need to keep going forward without the possibility of putting our business into reverse.
- We need to press forward to our dreams and goals. If you feel you're in reverse in your business thinking, actions, behavior, attitude, spirit, staffing, advertising, habits, dreams and visions. Perhaps a new perspective will get your T-Bird moving again.
- **1962 Ford Thunderbird Outstanding TV Ad YouTube**
- <http://youtu.be/5CbpCZkAHAY>



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## **YOU *TOOLS***

- **E-Myth Mastery Mod 1: Leadership**
- NH LD0090 – Managing Your Time
- GN-0001 – Intro to Mastery Stage 1, Mod 1
- GN-0001 – Intro to Mastery Stage 1 Mod 1
- LD-0001 – Intro to Mod-1: Foundations of E-Myth Leadership
- LD-0010 – E-Myth Point of View
- LD-0020 – Your Primary Aim
- LD-0030 – Your Strategic Objective
- LD-0040 – Your Company Story
- LD-0050 – Key Strategic Indicators
- LD-0060 – Key Frustrations Process
- LD-0070 – Characteristics of the E-Myth Manager
- LD-0080 – E-Myth Point of View in Action
- LD-0090 – Managing Your Time
- LD0080 – ENH Rating
- LD0080 – ENH Tracking
- LD0090 – ENH Time Log
- LD0090 – Managing Your Time





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- True or False for you? Why?
- Does this statement sound familiar?
- Do you subscribe to this theory?

**Your Leadership is about disappointing your people at the rate they can handle it.**



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