



**YOU NET
RESULTS**

Management Process

Thank You for Attending this

Results Zoom Meetings

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

You Net Results *Premier* Automotive Guide

Brian Gillis





**YOU NET
RESULTS**

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





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Management Process

YOU *TOOLS.. Confidence*

COACHING GROUPS BUILD CONFIDENT MANAGERS

for Auto Repair Shop Owners and Staff

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



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Management Process

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*

Reaching – **E**merging – **E**liminating



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Management Process

Mastering Your Results Powered by

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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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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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



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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



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Management Process

YOU *TOOLS*

Find out the secrets to success of the HTM

- Level 1–Daily Operations -Customer: Get the Key to the Give Key
- Level 2–Management (HTM) 10 Key Systems - Management on cruise control
- Level 3–Leadership (NO Reverse Club) - Leadership without breaking a sweat

Leader >> Level 1 -2 -3 -4 -5



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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*.. 5.5.20 Agenda**
- Helicopter Ride
- Mastery Management Module Review
- hireMAX Review (Pre-Planning From)



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Management Process

- **YOU *TOOLS*.. 6.23.20 Agenda**

What are you managing?

Where do you spend most of your time?

- People? Process / Systems? Financial?
- Fires? Customers? Car Count? Incoming Calls?
- Technician Production? Oil Changes? Isolates?
- PMI? Board? PAHR? PARP? Promises?



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Management Process

- **YOU *TOOLS*.. 6.23.20 Agenda**
Mastery Management Module
- GN-0020 Systems Evaluation
- GN-0030 Systems Innovation

Next Time Items

- MG-0010 Your Business Systems Strategy
- MG-0010-Worksheets
- MG-0090 Systems Design and Documentation
- MG-0090 Worksheets



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Management Process

- **YOU *TOOLS*.. 8.11.20 Agenda**

Brian's Know-How and Experiential

- MG-YNR – 0200 Management Process

Mastery

- MG-0010 Your Business Systems Strategy & Worksheets
- MG-0090 Systems Design and Documentation & Worksheets

TurnAround Point Book

- MOCC, SOPs and HTM page 52

Do this as the agenda next time 10/6 nothing covered



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Management Process

YOU *TOOLS.. 10.6.20 Agenda*

Brian's Know-How and Experiential

- MG-YNR – 0200 Management Process

SOP Review and Update

- 0210 – SOP – How to Charge for Diagnostic Fees



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Management Process

YOU *TOOLS.* Date 12.1.20 Agenda

Brian's Know-How and Experiential

- MG-YNR – 0200 Overall Management Process

SOP Formation and Review and Update

- 0201 – SOP – Management Lives in You (MOCC and TAP P.52)
- 0202 – SOP – Process and Systems
- 0203 – SOP - How-to Manual
- 0204 – SOP - Management Four Level Test
- 0205 – SOP - STS - Staff Training Sessions **TAP Book Page 81 (on 12.1.20)**
- 0206 – SOP - SBS - Staff Behavior Sessions **TAP Book Page 81**
- 0207 – SOP - SPS - Staff Potential Sessions **TAP Book Page 82**
- 0208 – SOP - SMS - Staff Mentoring Sessions **TAP Book Page 81**
- 0209 – SOP - Don't Know – Don't Care – Can't Do **(on 12.1.20)**
- 0210 - SOP – How to charge for diagnostics fees **(on 10.6.20)**
- 0211 – SOP - Top 10 Things a Manager Must do Well by Brian Gillis

Mastery

- MG-0010 Your Business Systems Strategy & Worksheets
- MG-0090 Systems Design and Documentation & Worksheets



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Management Process

YOU *TOOLS.* Date 2.2.21 Agenda

Brian's Know-How and Experiential

- 0200 - SOP - Overall Management Process

SOP Formation and Review and Update

- 0201 – SOP – Management Lives in You (MOCC and TAP P.52)
- 0202 – SOP – Process and Systems
- 0203 – SOP - How-to Manual
- 0204 – SOP - Management Four Level Test
- 0205 – SOP - STS - Staff Training Sessions **TAP Book Page 81 (on 12.1.20)**
- 0206 – SOP - SBS - Staff Behavior Sessions **TAP Book Page 81**
- 0207 – SOP - SPS - Staff Potential Sessions **TAP Book Page 82**
- 0208 – SOP - SMS - Staff Mentoring Sessions **TAP Book Page 81**
- 0209 – SOP - Don't Know – Don't Care – Can't Do **(on 12.1.20)**
- 0210 - SOP – How to charge for diagnostics fees **(on 10.6.20)**
- 0211 – SOP - Top 10 Things a Service Advisor Must do Well by Brian Gillis **(on 2.2.21)**

Mastery

- MG-0010 Your Business Systems Strategy & Worksheets
- MG-0090 Systems Design and Documentation & Worksheets



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Email Message / Content for 3.30.21

- Management vs Leadership is a Myth
- Come find out why?
- Management Defined in ONE Word
- Leadership Defined in ONE Word
- Come improve your Leadership Skills which improves your Management skills as well
- Come improve your Management Skills which improves your Leadership skills as well



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Management Process

YOU *TOOLS.* Date 3.30.21 Agenda (See next slide for more) >>>>

Brian's Know-How and Experiential

- 0200 - SOP - Overall Management Process
SOP Formation and Review and Update
- 0201 – SOP – Management Lives in You (MOCC and TAP P.52)
- 0202 – SOP – Process and Systems
- 0203 – SOP - How-to Manual **(Mastery, Heilman 4.22.20)**
- 0204 – SOP - Management Four Level Test
- 0205 – SOP - STS - Staff Training Sessions TAP Book Page 81 **(on 12.1.20)**
- 0206 – SOP - SBS - Staff Behavior Sessions TAP Book Page 81
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- 0209 – SOP - Don't Know – Don't Care – Can't Do **(on 12.1.20)**
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YOU *TOOLS.. Date 3.30.21* Agenda

*Brian's Know-How and Experiential
SOP Formation and Review and Update*

- 0212 – SOP – Eliminating the Silent Thieves (on 8.12.20)
- 0213 – SOP – What are you managing? (on 6.23.20)
- 0214 – SOP – SOP-PB&J-Systems Sandwich Sample
- 0215 – SOP – PB&J Perfected
- 0216 – SOP - Managing with Action Flow Charts
- 0217 - SOP – Making Your Marketing Dollars Payoff
- 0218 – SOP - Cast The Vision - Manage with Follow-Up (on 3.30.21)

Mastery

- MG-0010 Your Business Systems Strategy & Worksheets
- MG-0090 Systems Design and Documentation & Worksheets



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Management Process

YOU ***TOOLS.. What to Manage***

S _____ = *P* _____

T _____ = *P* _____

F _____ = *P* _____



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Management Process

YOU ***TOOLS.. What to Manage***

Strategic = *P*eople

Tactical = *P*rocess

Financial = *P*rofit



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Management Process

YOU ***TOOLS..*** Strategic = *P*eople

- Your People (STS and SBS)
- hireMAX by Norm Bobay
- PAHR – Prepare – Attract – Hire – Retain
- Behavior Never Lies by Richard Flint



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Management Process

YOU ***TOOLS..*** Tactical = *P*rocess

- Your Process “How-To Manual Construction”
- Three Levels
- Eight Sections
- Four Layers



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Management Process

YOU ***TOOLS..*** Financial = *P*rofit

- Your Profits (Above the Line)
- Your Profits (Below the Line)
- Your Marketing (Who and Where)
- Your Advertising (How and Where)



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Management Process

YOU **TOOLS..** *What to Manage..* **TEST**

S _____ = *P* _____

T _____ = *P* _____

F _____ = *P* _____

**YOU NET
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Management Process

Let's Take A 40,000' Management View



Climb Aboard



Take A look Down



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Management Process

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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Management Process

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

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

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:**



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Management Process

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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Management Process

YOU *TOOLS*

- **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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RESULTS**

Management Process

YOU *TOOLS*

- **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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Management Process

YOU *TOOLS*

- **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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Management Process

YOU *TOOLS.. Key Questions*

- Frustrations Reign with a _____
- How are going to manage systems and processes without a your How-To Manual?



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Manage Your How-To Manual

YOU *TOOLS*

- Unfortunately, we have found most how-to's are stored between the ears of the shop owners and not in a written format. That defines the issue of the business owner growing the business past him—the owner becomes the bottleneck. The staff members wait around to be told what to do. They watch the owner work very hard and when a staff member leaves, the how- to walks out with them; the business owner then has to start over. By capturing the how-to, the shop won't be left without knowing how something is done and the shop owner will not have to spend as much time getting someone up to speed on the how-to.



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Manage Your How-To Manual

YOU *TOOLS* .. *How-To Thinking*

Has this ever happened to you?

- **You** could not remember how something was done?
- **You** could not remember where you kept the instructions?
- **You** could not ask a staff member they were off?
- **You** could not remember if you trained this person or not?
- **You** were told “You never told me this before”
- **You** were fearful of a staff member walking out because all the how-to went with them.



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Manage Your How-To Manual

What are? How-To Manual *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 & Audio (Point 4 How-To "How To" p. 49)
- Moving from business owner to business leader (BO to BL)
- How-To Manual Silver Bullets do not exist



Manage Your How-To Manual

Many have discovered in the past...

- How-To Manual can be a process!
- How-To Manual can be learned!
- How-To Manual can be taught!
- How-To Manual can be “FUN”!
- How-To Manual can be systemic!



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How-To Manual

YOU *TOOLS*

- What is your biggest deterrent to creating your How-To Manual?

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Manage Your How-To Manual

YOU **TOOLS.. Jack Heilman Story**

- Who is Jack and Jim?
- Wrote their How-To Manual
- Show [website](#)
- Weekly Routine
- Five P's and Four Centers
- Mastery Masters



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Manage Your How-To Manual

YOU *TOOLS.* How-To Image Quiz





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Manage Your How-To Manual

- **YOU *TOOLS.* How-To is Everywhere**
- Leadership
- Management
- General Manager
- Financial
- Daily Operations
- People



Manage Your How-To Manual

YOU *TOOLS.. Four Layers P-P-S-S*

1. Pathways

Anyway vehicles come in, OC, BC, RC, Referral, Tow, State Inspection, etc.....

2. Processes

Customer Write-up, Phone, QC, Estimating, PMI, Gotta Have,

3. Systems

SOP's found in the processes

4. Steps

1-2-3-4-5.....found in the systems

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Manage Your How-To Manual

YOU *TOOLS.. How-To Setup*

How-To Manual

Sub-Folders / Dividers / Sections

1. Directional Vision
2. Money Financial
3. Daily Operations
4. Customer Service
5. Client Communications
6. Advertising Marketing
7. Leadership Management
8. People Staff



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How-To Manual

YOU *TOOLS.. Eights Go-Wild*

Find out how to get started

Start with 8 in mind

- Three Ring Binder 8 Sections
- Hard drive with 8 sub-folders
- Bookcase 8 shelves
- File Cabinet 8 Drawers
- PB&J SOP





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How-To Manual

YOU *TOOLS.. STS 20-10-10*

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.

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- 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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How-To Manual

YOU *TOOLS.. Mod 4*

E-Myth Mastery Mod 4: Management

GN-0020 - Systems Evaluation

GN-0020 - Systems Innovation

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 (How-To Manual)

MG0090 – Systems Design And Documentation

LD-0060 – Key Frustrations Process (Lack of a Written System)



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Manage Your Marketing

YOU *TOOLS.. Mod 2..* (Who and Where)

Manage Your Marketing

MK-0001 – E-Myth Marketing Fundamentals

MK-0010 – Your Most Probable Customer

MK-0020 – Your Trading Area

MK-0030 – Customers Perceptions and Behavior

MK-0040 – Positioning and Differentiating Your Business

MK-0050 – Your Image and Sensory Package

MK-0060 – Your Marketing Strategy



YOU NET
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Manage Your Advertising

YOU ***TOOLS..*** (How and Where)

Manage Your Advertising

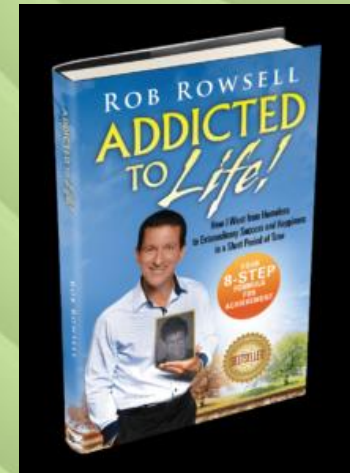
- Define Advertising

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Management Process

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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Management Process

YOU *TOOLS.. Mod 9*

Manage Your Recruiting and Hiring

- Your Recruiting and Hiring
- MG-0100 Your Recruiting Process (See DropBox)
- MG-0110 Your Hiring Process (See DropBox)
- hireMAX



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Manage Your People

- **YOU *TOOLS***



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Management Process



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