



**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***

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# *Management Process*

You Net Results *Premier* Automotive Guide

Brian Gillis





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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





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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*

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





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*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*...Agenda**

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

- 0200 - SOP - Overall Management Process
- 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 (**on 11.29.22 & 12.1.20**)
- 0206 – SOP - SBS - Staff Behavior Sessions (**on 11.29.22**)
- 0207 – SOP - SPS - Staff Potential Sessions (**on 11.29.22**)
- 0208 – SOP - SMS - Staff Mentoring Sessions (**on 11.29.22**)
- 0208-1 SOP – SOS – Staff One on One Session (**on 11.29.22**)
- 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**)





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## **YOU *TOOLS*....Agenda**

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

- MG-0010 Your Business Systems Strategy & Worksheets
- MG-0090 Systems Design and Documentation & Worksheets
- 0212 – SOP – Eliminating the silent thieves discussion **(on 8.12.20)**
- 0213 – SOP - What are you managing? **(on 6.23.20)**
- 0214 – 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)**
- 0219 – SOP - Comprehensive Shop Assessment Tool **(part 1 of 3 on 3.29.22)**  
**(part 2 of 3 on 4.5.22) (part 3 of 3 on 4.19.22)**
- 0220 - SOP – Dissecting Phone Calls **(on 6.21.22)**
- 0220 – 1 – SOP – One Thing in Depth **(on 7.12.22)**
- 0220 – 2 - SOP – Listening to and Measuring Incoming Calls **(on 10.4.22)**



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# ***Management Process***

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

*S* \_\_\_\_\_ = *P* \_\_\_\_\_

*T* \_\_\_\_\_ = *P* \_\_\_\_\_

*F* \_\_\_\_\_ = *P* \_\_\_\_\_



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

*S* \_\_\_\_\_ = *P* \_\_\_\_\_

*T* \_\_\_\_\_ = *P* \_\_\_\_\_

*F* \_\_\_\_\_ = *P* \_\_\_\_\_

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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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## **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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## **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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## **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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## **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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# *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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## **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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**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



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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.. 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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# ***Management Process***