# *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***

# *People Process*

You Net Results ***Premier*** Automotive Guide

Brian Gillis

# *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*

## 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?

# *People 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

# *People 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!

# *People 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

# *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… 4.14.20 Agenda***

- Lotus Code Six Step review
- Three P triangle revisited
- PAHR lengthy discussion from time mark
- Don’t Know, Don’t Care / Willing or Unwilling / Able or Unable
- Good To Great by Jim Collins
- Energy Bus by John Gordon – Getting the right people on the bus and then getting them in the right seat on the bus

# People Process

YOU ***TOOLS… 6.2.20 Agenda***

- If your Job could talk (Slide) (Covered 6.2.2020)
- MG-0100 Your Recruiting Process (YNR Library) (Covered 6.2.2020)
- MG-0110 Your Hiring Process (YNR Library) (Covered 6.2.2020)
- Sample TTI Report Review (See Dropbox) (To be on agenda for next PP)
- Introduction page 2,
- General Characteristics page 3,
- Success Wheel page 11,
- Driving Forces Motivators page 12-15,
- DISC page 25-27,
- Competencies page 42-52

YOU NET RESULTS

# *People Process*

# People Process

YOU ***TOOLS… 11.30.21 Agenda***

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

- 0600 – SOP – Overall People Process **(covered 9.8.20)**
- 0600-1-SOP – Comprehensive Review Recruiting & Hiring **(covered 11.30.21)**
- 0601 – SOP – Recruiting **(covered 9.8.20)**
- 0602 – SOP – Hiring
- 0603 – SOP – Retention **(covered 11.3.20)**
- 0604 – SOP – Building Bench Strength **(covered 3.2.21)**
- 0605 – SOP – PAHR **(covered 11.16.21 & 1.12.21)**
- 0606 – SOP – Top 10 Things Your People Process Must do Well
- 0607 – SOP – TTI Assessments
- 0608 – SOP - Job Positon Preplanning Form
- 0609 – SOP - The PAHR Process Doc **(covered 11.16.21)**
- 0610 - SOP - Staff Performance Forms and Docs (10 Forms) **(covered 4.27.21)**
- 0611 – SOP – SMS Staff Mentoring Session
- 0612 – SOP - Front Counter Staff Training
- 0613 – SOP – Please Understand Me II
- 0614 – SOP - Training Technicians How-to Write Tickets **(covered 6.1.21)**

# People Process

## YOU TOOLS… 11.30.21 Agenda

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

- 0615 – SOP – **Staff Development UNITS** **(covered 7.20.21 & 8.10.21)**
- 0615–1 - SOP – Unit 1: Mission Statement / Company WHY / Vision **(covered 8.17.21 and 8.24.21)**
- 0615–2 - SOP – Unit 2: Introduction and Customer Benefits **(covered 7.13.21)**
- 0615-3 – SOP – Unit 3: First Class Service **(covered 9.7.21 P1) (covered 9.21.21 P2)**
- 0615-4 – SOP – Unit 4: Counter Communication Skills **(covered 9.28.21)**
- 0615–5 – SOP – Unit 5: The Customer Visit **(covered 11.9.21)**
- 0615–6 – SOP – Unit 6: The Sales
- 0615–7 – SOP – Unit 7: Operating Your Point of Sales System
- 0615–8 – SOP – Unit 8: Customer Follow Up

# People Process

YOU ***TOOLS.. PAHR***

4 STEP PROCESS

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

Norm Bobay

# *People Process*

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

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

What would it say?

# 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..*** *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..***

Wouldn't it be great to remove the mask of potential team members or existing ones?

By knowing them past what you see & hear!

- Driving Forces Motivators - **Why** I do what I do
- Behavior / DISC - **How** I do what I do
- Competencies - **What** I can do

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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..*** Prepare

- Job Position Pre-Planning Form (see YNR library)
- MG-0100 Your Recruiting Process (see DropBox)
- MG-0110 Your Hiring Process (see DropBox)

# *People Process*

YOU ***TOOLS..*** Attract

# *People Process*

YOU ***TOOLS..*** Hire

# *People Process*

YOU ***TOOLS..*** Retain

# *People Process*

YOU ***TOOLS..*** Behavior **DISC**

- **How** I do what I do

# *People Process*

YOU ***TOOLS..*** Driving Forces Motivators

- **Why** I do what I do

# *People Process*

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***

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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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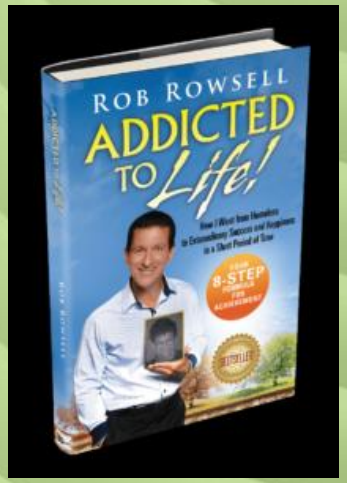
## YOU *TOOLS*

- 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),
- 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)