



**YOU NET
RESULTS**

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

You Net Results *Premier* Automotive Guide

Brian Gillis





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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*

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

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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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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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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!



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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



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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



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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



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YOU *TOOLS*

- Three “P” Triangle People-Process-Profit
- Five **YOUTOOL** 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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Rally-Up



Who are the folks?

People Process

YOU **TOOLS...** 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 1.17.23 & 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 Position 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)**



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YOU *TOOLS... 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
- 0616–SOP – Employee of the Month (covered 4.26.22)
- 0617–SOP – On-Boarding For the New Hires (covered 5.31.22)

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YOU ***TOOLS.. PAHR***

4 STEP PROCESS

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



Norm Bobay

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YOU **TOOLS.. Job Talk**

If the Job Could Talk...

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



What would it say?

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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

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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)



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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?





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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.

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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



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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)



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YOU ***TOOLS..*** Attract



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YOU ***TOOLS..*** Hire



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YOU ***TOOLS..*** Retain



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

- **How** I do what I do



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

- **Why** I do what I do



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YOU ***TOOLS..*** Competencies

- **What I can do**

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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

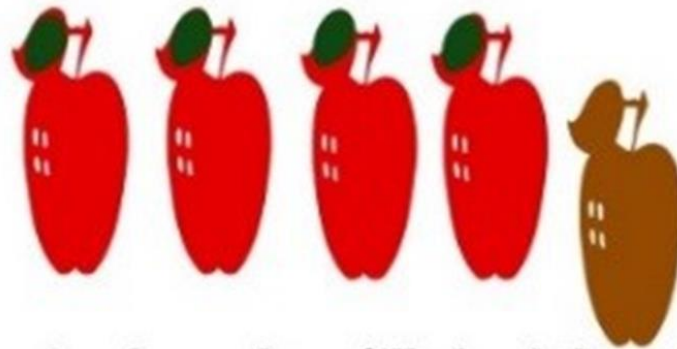


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- YOU ***TOOLS***

43% of bad hires resulted from a



perceived need to fill the job quickly!

CareerBuilder's survey



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- YOU ***TOOLS***



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- 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](#))

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- 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](#))

