



## *Wildcard*

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***

YOU NET  
RESULTS

# *Wildcard*

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 become 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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*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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# Action-Flow-Charts

## YOU **TOOLS... 3.9.21 Agenda**

*Brian's Know-How and Experiential*

*SOP Formation and Review and Update*

- 0519-SOP-Action-Flow-Charts (covered 3.9.21)

Power of Consistency

Action-Flow-Charts Presentation [LINK](#)

- Action Flow Charts for Investors... Dropbox Link copy to browser to open
- <https://www.dropbox.com/sh/h3cg8t5twe9gdef/AADjt4sSlnNyb2ARnATl1-lpa?dl=0>



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# *Action-Flow-Charts*

YOU ***TOOLS... 3.23.21 Agenda***

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

- 0519-SOP-Action-Flow-Charts (covered 3.16.21)  
# 17. Brainstorm with your team to help get buy in. ASK these questions:

Power of Consistency

Action-Flow-Charts Presentation [LINK](#)

- Action Flow Charts for Investors... Dropbox Link copy to browser to open
- <https://www.dropbox.com/sh/h3cg8t5twe9gdef/AADjt4sSlNyb2ARnATl1-lpa?dl=0>
















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# ***Action-Flow-Charts***












Name

-  #01 NoStartCrankswontFire\_YNR
-  #02 SafetyInspection\_YNR
-  #03 LOF\_YNR
-  #04 No Crank\_YNR
-  #04 No Crank\_YNR\_KK
-  #05 MaintenanceTuneUp\_YNR
-  #06 NoChargeorDeadBatteryOvernight\_YNR
-  #07 BrakeInspectionAndRepair\_YNR
-  #08 OilLeakAnalysis\_YNR
-  #09 TransmissionOrDifferentialService\_YNR
-  #10 30-60-90kService-YNR



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# ***Action-Flow-Charts***

-  #11 Steering and Vibration Problems\_YNR
-  #12 FailedEmissions\_YNR
-  #13 EngineDriveabilityDiagnosticQuestionnaire\_YNR
-  #14 Level1BasicAnalysis\_YNR
-  #15 Level2EnhancedAnalysis\_YNR
-  #16 Level3ExtensiveAnalysis\_YNR
-  #17 Noises\_YNR
-  #18 Engine OverheatValley\_YNR
-  #19 TimingBelt\_YNR
-  #20 TripCheck Inspection\_YNR
-  #21 EngineReplacement\_YNR



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# ***Action-Flow-Charts***

-  #22 ClutchOrManualTransReplacement\_YNR
-  #23 AutomaticTransmissionReplacement\_YNR
-  #24 Air Conditioning Service\_YNR
-  #25 R12R134A ACRetrofit\_YNR
-  #26 SummerOrWinterService\_YNR
-  #27 VehicleEngineAndScannerData\_YNR
-  #28 Comeback Tracking Form\_YNR
-  #29 CourtesyInspection\_YNR
-  #30 ABSBrakeProblemInitialAnalysis\_YNR
-  #31 ECMPreReplacement\_YNR
-  #32 OshaWeeklyInsp\_YNR












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# ***Action-Flow-Charts***

-  #33 PrePurchase Inspection\_YNR
-  #34 CEL SES LightsOnInitialDiagnosis\_YNR
-  #35 VehicleConditionReport\_YNR
-  #36 Extra Template\_YNR
-  #37 AutomaticTransmissionEvaluation\_YNR
-  #38 HeadGasketReplacement\_YNR
-  #39 CustomerAuthorizationWriteUp for\_YNR
-  #40 WhatsBeenDone\_YNR
-  #41 OBD2 Level1DriveabilityAnalysis\_YNR
-  #42 OBD2Level2DriveabilityAnalysis\_YNR
-  #43 Heating and AC Diagnosis\_YNR

# ***Action-Flow-Charts***

-  #44 AC Compressor Replacement Valley\_YNR
-  #45 job completion procedure\_YNR
-  #46 shop\_closing\_procedure\_YNR
-  #47 shop\_opening\_procedure\_YNR
-  #48 shop\_Pre-Authorization\_Action\_Flow\_Chart\_YNR
-  #49 snow\_season\_procedure\_YNR
-  #50 sample\_write\_up\_procedure\_YNR
-  #51 what\_sops\_or\_action\_flow\_charts\_are\_needed\_in\_your\_business\_YNR
-  #52 Why\_do\_we\_need\_Action\_Flow\_Charts\_YNR



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# ***Action-Flow-Charts***



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# ***Action-Flow-Charts***



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# ***Action-Flow-Charts***



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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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Many have discovered in the past...

- Leadership can be a process!
- Leadership can be learned!
- Leadership can be taught!
- Leadership can be “FUN”!
- Leadership can be systemic!



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### **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***

- 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? 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***

- 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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## **YOU *TOOLS*.. Agenda for 6.9.20**

- Round Table BOD... **Board of Directors**
- What you to?
- Have People Challenges?
- Love them one minute - but not the next.
- Running a daycare center?



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## **YOU *TOOLS*.. Agenda for 6.9.20**

- Round Table BOD... Board of Directors
  - 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*.. Agenda for 7.28.20**

### Brian's Know-How and Experiential Go For No Breakthrough Training and Coaching Course

- Course Introduction Welcome/Meet Richard and Andrea
- The Impact of Fear (3:59 min) **covered 7/28/20**
- The Core Premise of 'Go for No!' (5:13 min) **covered 7/28/20**
- The Day That Turned Everything Around (7:56 min) **covered 7/28/20**
- Removing the Selling Stigma (4:16 min) **covered 9/15/20**
- Your Definitions of Failure and Success (9:48 min) **covered 9/15/20**
- The Five Failure Levels (6:41 min) **covered 9/15/20**



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## **YOU *TOOLS*.. Agenda for 9.15.20**

# Brian's Know-How and Experiential Go For No Breakthrough Training and Coaching Course

- Removing the Selling Stigma (4:16 min) **covered 9.15.20**
- Your Definitions of Failure and Success (9:48 min)  
**covered 9.15.20**
- The Five Failure Levels (6:41 min) **covered 9.15.20**



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## **YOU *TOOLS*.. Agenda for 11.17.20**

Brian's Know-How and Experiential

Go For No Breakthrough Training and Coaching Course

- Achieving Success Requires Making a Decision to Work to Failure **(covered 11.17.20)**
- Your N.Q. vs. Your I.Q. **(covered 11.17.20)**
- A Better Way to Think About Failure **(covered 11.17.20)**



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## **YOU *TOOLS.. Agenda for 1.19.21***

Brian's Know-How and Experiential  
Go For No Breakthrough Training and Coaching Course

- Quantity Usually Trumps Quality (covered 1.19.21)
- Controlling Your Emotional Reaction to Both  
Yes and No (covered 1.19.21)
- NO Isn't Personal (covered 1.19.21)
- Keeping Your Prospect Pipeline Full (covered 1.19.21)
- \*\*\*\*See next slide for GFN Course Investment



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- How to invest in your own Go For No Online Course...
- Highly Recommended to maximize this great opportunity
- Gofornocourse.com **Get Started Today**
- Code Save \$50 You Net Results Discount

**GFNYNR21**



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# *Master Template*



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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***

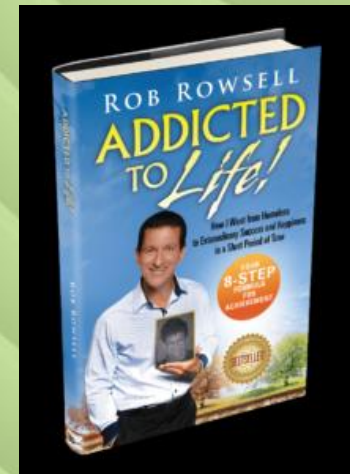
- Go for No by Richard Fenton & Andrea Waltz...  
Go For No Breakthrough Pak ([BUY Link](#)), Hard Copy of Book ([BUY LINK](#)), 2 CD Pack Audio ([BUY LINK](#)),
- Coaching for Improved Work Performance by Ferdinand F. Fournies ([BUY Link](#))

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## **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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Two of the *Premier* Automotive Guides

Brian Gillis



Jim Ryckman



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## About Jim Ryckman...

- Founder and Operator of Rytek Automotive
- Moved from Business Owner to Business Leader
- Automotive Technician Trained
- Level 3 Leader
- 25 plus years of business know how
- Dollar Time Facilitator
- Zoominar Presenter
- TurnAroundTour Language Instructor

