

Auto Shop Tips© by Michael Strautman

mikestrautman@turnaroundtour.com

www.turnaroundtour.com

800-233-8551



Auto Shop Tip #1

Five Steps to better Employee Buy-In

By Michael Strautman, Automotive Service Leaders

1. **Manage with questions, not with orders.** Ask employees why they think you would be concerned about their not following proper procedure. You may find some situations where the employee simply doesn't understand how something should be done.
2. **Understand the difference between labels and behaviors.** Have you ever made statements like this? "Your attendance must improve," or "You need more confidence." You should understand that "confidence" or attendance" would have to be explained in more detail. Instead, focus on tardiness" or "positive tone of voice" and have examples to back up your statements.
3. **Plan before your discussions.** Most of our fear of confrontation with employees stems from lack of preparation. Take 5 minutes before each discussion to think about how this discussion could go and ways to handle any unexpected responses.

Document discussions. Having documented discussions will aid employees in remembering what has been agreed to. Encourage your employee to come up with their own solution to a problem. They will buy in to their own solutions more so than your directive, especially if they have initiated that this was how they agreed to accomplish that goal.

Follow up soon after discussions. Tell employees when they can expect to speak about the issue again. I recommend 24 - 48 hours after a discussion. This allows you an opportunity to reward them with positive feedback for changing the behavior.

