

**Auto Shop Tips**© by Michael Strautman

[mikestrautman@turnaroundtour.com](mailto:mikestrautman@turnaroundtour.com)

[www.turnaroundtour.com](http://www.turnaroundtour.com)

800-233-8551



### **Auto Shop Tip #15**

#### ***The Circle of Accountability***

*By Michael Strautman*

"I can do it better, faster, more accurately, with higher quality and better customer service than my competitors. I want more freedom..." Which of these was it for you as you went in to business on your own? They are the beginning stages of entrepreneurship. Closely followed by these thoughts are responsibility and accountability. "I want the livelihoods of my family, employees, and customers in the palm of my hands." Did this thought enter your mind as you opened your business? What was supposed to be an empowering freedom-filled decision can quickly become a frantic, overpowering struggle to stay afloat.

One of the struggles for shop owners is the ability to dedicate time and attention to making things better. To help, many shop owners seek training. Where many owners fall short is someone to hold them as owners accountable to changes. We should take a look for a moment at accountability. How do you hold yourself accountable to improvement?

Accountabilities are, and should be, passed down to those working for you. That's the easy part: employees being held accountable by management. If you're at the top of the organization, how are you held accountable? You're held accountable by the people who your business serves. The people who the business serves are not only your customer, but also your family, and the staff and their families. As a result, when things go badly, your family and the staff and their families suffer. Causing them to hold you accountable, and at fault. Therefore, it is interesting that accountability is circular in nature. The owner holds employees accountable and the families of the owner and staff holding the owner accountable.

How do you determine what changes need to be made to improve? The long term growth and success of your business is your accountability, your family and staff is counting on it. Many shop owners seek opinions of a business coach or business group to help hold them accountable to improvement. Having an educated un-biased look at your business (from the outside) could be the only thing standing between you and the right direction for your shop. I would like to encourage you if you haven't done this in some time, to have an analysis done of your business. If you have never done this, you may be missing one of the core keys to your business success. Add a business coach or group to your circle of accountability. It may just prevent your family and your staff's families from having to take that role.

If you would like to have a business coach or business group help you with accountability, please email or call me: [mike@turnaroundtour.com](mailto:mike@turnaroundtour.com) or 270-782-6455.

