

**Auto Shop Tips**© by Michael Strautman

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### **Auto Shop Tip #16**

*Getting Back to Systemic Leadership and Management*  
By Michael Strautman

What do you think is holding your shop back from real success? On more than one occasion, shop owners have told me that there was once a time when they used to hold regular employee meetings, and had somehow gotten away from it. If you couldn't tell me when your *next team meeting* will be, this article is FOR YOU.

The purpose of the team or employee meeting is to keep the communication open *systemically*. This allows you to lead and manage the core areas of your business through the weeks, months and years. Shop owners have told us that it is not the one meeting that solves the shop's problems. It is all of the meetings that work together to create open communication, synergy, and success.

If you do not hold regular employee or team meetings, you are missing one of the keys to auto repair business longevity. To get back to this in your business, follow these steps:

- Decide what your overall business centers are (i.e. financial, daily operations, etc.)
- Use your "ME" time (working on the business time) to rotate through those centers on a consistent basis yourself. (either weekly or each day a different center)
- Communicate to your team that meetings will resume and the date and time they can expect the meeting. (especially if they are one on one meetings with employees)
- Speak about the overall business thinking in each center. Teach the "why" behind the systems you have in place for them. Then ask them to teach it back.

Remember, all of the knowledge you have invested in is lost if you don't use it. If you are using it, teach it to others systemically through your regular meetings. You don't have to do it all, or be involved in everything going on in the shop. Systemic leadership and management are about training your team to think like owners of their own company. Give them the owner's insight on business, train them, and watch your team perform.

If you would like my assistance in getting back to a systemic leadership and management style, please feel free to email or call me: [mikestrautman@turnaroundtour.com](mailto:mikestrautman@turnaroundtour.com) or 270-782-6455.

