

**Auto Shop Tips**© by Michael Strautman

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### **Auto Shop Tip #17**

*How Your Employees Can Help You Work on Your Business*  
By Michael Strautman

Most shop owners, when faced with the daunting task of working on their business, ask us the question, "Where do I find time to work on some of these things?" Did you know that your team can help? I would highly recommend using the team you have hired to help you with these efforts. There are two primary ways in which a team can help an owner work on his business.

1. **Respect the owner's "working on it time."** – Before asking your team to respect your time, inform your team that you will be scheduling time to improving your business. Then, tell them when you will be doing it. See this example and copy this and paste it into a memo to get started:

(Shop Name Here) Employees:

In order to improve the performance of this business for us all, and to make it a lasting business for years to come, I have scheduled (*time of the day and days of the week here*) for working on things that will improve the business. In order that it may be productive, I ask for no interruptions during this time. I have chosen a time that I feel to be of least impact to the day to day operation. This will go into effect on (*date here*). Your cooperation is appreciated. Any questions, feel free to ask.

2. **Get them to participate in the writing of systems for the business** – Delegate the writing of specific systems (i.e. inspections, brake jobs, alignments, and oil changes) to your employees. Who better to write how it is done than by the person that performs the task on a regular basis? Some employees will see this as threatening to their job. Reiterate that your intent is not to eliminate, but strengthen his or her position. Don't worry about the format in which it's written. Just have them write it and deliver it to you. No one knows what could happen tomorrow. Use the *slower times* for this type of activity.

Getting your team involved in this work could prove to be a great team building exercise for your business. You and your employees will see the results over time. Please remember that the education you have invested in is useless without taking it to action.

If you would like to talk in more detail about this type of work, please feel free to email or call me: [mikestrautman@turnaroundtour.com](mailto:mikestrautman@turnaroundtour.com) or 270-782-6455.

