

*Auto Shop Tips*© by Michael Strautman

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### **Auto Shop Tip #20**

*Creating Independent Teams – Part 3  
True Understanding Leads to Independence  
By Michael Strautman*

Do your employees truly understand your expectations? If you simply answered “Yes” to this question without a second thought, you may be headed into a business totally dependent on you. As the owner of the company, you fulfill multiple roles. You are the CEO, COO, CFO and Corporate Trainer. Consider the job “Corporate Trainer.” Could it not be the same as “Corporate Teacher?” The mark of a great teacher is one who makes students independent of their direction. There is a systemic way in which this can be done. It’s called “Learn it – Use it – Teach it.©”

1. **Learn it** – This refers gathering basic knowledge necessary to begin to understand something new. You may ask your employees to read a book, attend a class, go to a training seminar, or just read about a procedure you need them to do.
2. **Use it** – This is the application of the information, making it practical and repeated as a part of their lives and their workday. This is often the critical missed step in reinforcement of education. If someone is not challenged to use the new material, he/she will choose the path of least resistance. That is, doing what they’ve always done, and you will expect different results.
3. **Teach it** – This refers to your team members being challenged to teach back what they have learned to you or to co-workers. If they cannot complete this step, they have not reached the level of true understanding. Evidence of understanding comes through internalizing the information. If they can teach it back to you, they have learned it well enough to be independent of you.

I heard John Maxwell say, “...adding followers is addition, adding leaders is multiplication.” Teaching with the above system will create a greater sense of independence in your business by making and training up leaders. Learn to create independence in your organization, and your team will only lean on you when they don’t have the knowledge of how something should be done.

If you have the desire to learn how to use the Learn it, Use it, Teach it© process, and don’t know where to begin, I’m happy to help. Please feel free to email or call me:  
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