



Auto Shop Tip #3

Four Mistakes Made By Managers
By Michael Strautman, Automotive Service Leaders

- 1. Absence of regular dialogue with employees** – Many shop owners do not hold regular meetings with their employees. The perception that you are too busy could be getting in the way of a key element of employee retention.
- 2. Meeting only when there is a problem** – While it is important to communicate to employees that their performance could be better, it is also important that they are mentored in their career paths with you.
- 3. Not documenting procedures and how they are to be done** – Telling an employee about a procedure without a document outlining the process will allow “personal interpretation” of that procedure. Documenting the procedure ensures that it can be repeated by a different person with the same expertise.
- 4. Lack of Consistency in Mood** – Many managers have difficulty keeping emotion from entering a conversation with an employee. Focus on the facts! Not the person! This is the best way to avoid an emotional disaster with an employee.

