

**Auto Shop Tips**© by Michael Strautman

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### Auto Shop Tip #30

*Learn It, Use It, Teach It – The Payoff Process*

*By Michael Strautman*

Getting [training implemented](#) is probably the most difficult task facing the shop owner today. To get pay off for your training investments, it is always best to have a plan in place with which to implement the ideas discussed in training. I have heard it said that shop owners focus on only a few things to implement after a training session. They don't try to do all of it at once. With that in mind, it can still be a daunting task to use only a few ideas discussed without a plan. To ensure the ideas stick with you, my recommendation is to [learn it, use it, then teach it](#) to someone else in the shop.

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*Learning* about something is the *easy part*, it only requires your attendance to some training or reading a book about something you would like to do. Actually *using it* is the first step to retention of the information, as you have moved in to implementation of the idea. Mastery of the idea comes when you can *teach it* to others.

Are you having trouble getting employees to continue to do things the way you have asked them to be done? It could be that they only [learned about](#) what you wanted them to do. Is it possible they never actually [used](#) the idea? Could they [teach](#) the idea to someone else? You can never say that training is complete until the trainee (whether yourself or an employee) can [teach back the information](#), demonstrating true mastery of the concept. Train in this way - [Learn it, Use it, then Teach it](#) - and you may find that training really can PAY OFF!

