

Auto Shop Tips© by Michael Strautman

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Auto Shop Tips #4

Being a Non-emotional Manager

By Michael Strautman, Automotive Service Leaders

Being a stressed-out manager is a fact in today's fast-paced work environment. The automotive repair facility is not exempt from this challenge. As a result of this stress level, employee-related trouble can be fuel for the fire. In my opinion, upset managers will breed upset employees and thus, upset customers. How do we avoid emotional displays with our employees? Here are some strategies that can help you with your emotion level when addressing employee issues.

- **Base conversations on documented facts, not your “feeling”**– Use standard performance evaluation techniques. Measure employee performance with spreadsheets and reports from your management software. This will show, and help you compare, employee performance by categories.
- **Address concerns from employees during a designated, regularly scheduled time each week-** Schedule 1 on 1 meetings with employees to help with their development and performance with the team. Many managers only meet with their employees when there is a problem. Thus a meeting in private seems intimidating to an employee. If this is done consistently, employees tend to be more responsive to the manager.
- **Utilize a standardized disciplinary procedure-** An employee who has been addressed with regard to a behavior should be held accountable for poor performance. Documenting discussions and agreements between employee and employer aids any dispute that may arise. When an employee doesn't do what they agreed to, further disciplinary action should be taken.
- **Understand how to address behaviors-** When addressing an employee issue, please ensure that you are addressing specific actions that you have observed that have resulted in poor performance. For example, a salesperson with a negative tone of voice can be observed and measured. This could translate to lower sales figures. Rather than addressing the lower sales figures, address the negative tone of voice with the employee. Lower sales figures would be the “impact” of the behavior on the business.

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Understanding and utilizing these concepts could prove to de-stress your work environment. Start being a non-emotional manager!

