

REFINING THE TEAM AND THE BUSINESS

PM145L01

Course Content

Module 1—Finding Your Next Employee

In this module students will learn how to develop staffing levels to determine the right number of personnel to efficiently run the business. Techniques include reviewing prospective team member resumes to find the best candidates to interview for the job, and ways to interview prospective candidates.

Module 2—Balancing Personal Time Off (PTO)

Module two introduces students to the importance of PTO standard operating procedures (SOPs) for holidays, vacation and sick time. The module concludes with a discussion on the challenges on maintaining the team vacation schedule.

Module 3—Training is your Business

Module three reviews many of the training programs that are available to the collision repair industry, including the I-CAR Professional Development Program™ (PDP) and other certifications. Next, the course focuses on the safety training programs and the regulation compliance associated with them. Finally, students learn about developing direct repair program (DRP) relationships.

Recommendations

Additional courses that may be helpful include:

- Developing the Team and the Business (PM140V01)
- Problem Solving for Workflow Changes (PM125V01)
- Synchronising Workflow through Team Communication (PM120L01)
- Workflow Essentials (PM115E01)
- Matching the Repair to the Team (PM110V01)

Course Highlights

Points: 0.50

Estimated Duration: 2 Hours

Format: Classroom & Virtual Classroom

Meets the I-CAR ProLevel 1 or 2 training requirements for the following roles:



PRODUCTION MANAGEMENT

After completing this course, you will be able to:

- Perform human capital functions using human resource guidelines and business rules
- Identify production staffing needs using a staffing model
- Schedule team member vacations using a management system and calendar
- Verify team member training is current per shop needs using a training schedule
- Monitor worker safety using safety guidelines

