

DEVELOPING THE TEAM AND THE BUSINESS

PM140V01

Course Content

Module 1—Coaching Team Members

Module one explains the value of employee mentoring for both the employee and the business. Students will learn how to create an environment for open dialogue throughout the collision repair facility. Next the course will review different ways to encourage teamwork through employee performance feedback. Finally the module will discuss team member time management.

Module 2—Performance Review

In this module, students will learn how to prepare, track and perform employee reviews and learn different ways to document employee performance.

Module 3—Measuring Workflow Interruption Costs

Module three focuses on common workflow interruption costs for a collision repair facility, such as tracking vehicle combacks and equipment downtime. The module will also review technician attendance, internal turn backs, and finally, part failure rates.

Module 4—Shop KPI's

Module four gives students the tools to monitor shop KPIs, starting with what to monitor and why, then moving on to the root cause analysis of KPIs deficiencies and how to use root cause analysis to benefit the business.

Module 5—Interacting with the Leadership Team

Students will learn different ways to communicate shop metrics to all levels of the business. The module concludes with a focus on employee recognition and how to make it a valuable team building tool.

Recommendations

Additional courses that may be helpful include:

- Synchronising Workflow through Team Communication (PM120L01)
- Workflow Essentials (PM115E01)
- Matching the Repair to the Team (PM110V01)
- Problem Solving for Workflow Changes (PM125V01)
- Refining the Team and the Business (PM145V01)

Course Highlights

Points: 0.25

Estimated Duration: 1 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 employee mentoring/coaching using various leadership models
- Perform team member reviews using a management system
- Coordinate team member training and safety-related needs
- Communicate shop metrics to leadership team using a management system
- Monitor shop KPI's using a management system

