

BODYSHOP ALLIANCE
Modular
Repair Process Leadership and Management
For Bodyshop Managers and Workshop Controllers

The following modules will ideally combine to build a strong foundation for the leadership and management of any Bodyshop workshop business. Each module however is discrete and hence could be attended separately.

Ideally a group of people would complete the journey of all modules together which would add a very strong experiential learning component.

- **Understanding Bottlenecks and how to use them**

- **Outcomes:**

Articulate and clarify how bottlenecks impact your business, how to get the best out of the repair process, and the consequential attitudes and behaviours of your people towards the working environment.

Identify the tactics that will ensure the evolution and maintenance of a great workplace so that your people align to your values

- **Content**

Understand your business issues.

Understand the part that bottlenecks play in them.

Establish the core way to use bottlenecks.

Begin to inspire your team to great customer satisfaction and high performance

- **Understanding on-time delivery how it impacts customer service.**

- **Outcomes:**

Ensure you and your people understand and buy into your vision and ideas on customer service.

Make sure all conversations and interactions with and between your staff address the core issues and support customer service and high performance.

Develop the ability to embrace conflict to achieve constructive rather than destructive results.

- **Content**

Make your vision and expectations clear on customer service

Engage people on their terms

Getting to the real stuff

Dealing with conflict

- **Leading Smarter rather than Harder**

- **Outcomes:**

Develop the skill to take control of your business rather than letting the business control you.

Learn how to let your staff do more so you can build for the future and recover a sensible work life balance.

- **Content**

Delegating with confidence

Prioritising the right things as well as doing things right

Making time your friend

Letting decisions flow

- **Developing Your Stars**
 - **Outcomes:**

Know how to recognise your talented people and learn to trust them.
Build confidence in others and help them to be as committed as you are.
Understand how to lead very clever or driven people.
 - **Content**

Spotting talent
Building confidence and resilience
Cultivating brilliance
Dealing with superstars

- **Building a High Performance Team**
 - **Outcomes:**

Ensure the right building blocks are in place to get your people working together.
Discover how to make the whole greater than the sum of the parts.
Recognise the journey needed to get any team performing.
Understand how to lead diverse and sometimes dysfunctional characters
 - **Content**

Setting the foundations for a great team
Understanding how teams learn and grow
Coaching the team to deliver
Letting the team do the work

- **Energising the System**
 - **Outcomes:**

Learn how to maintain an energised state and generate energy throughout the business.
Appreciate how to encourage and harness the positive power of change.
Use positive energy to drive motivation and high performance.
 - **Content**

Working in the positive performance zone
Optimising energised states
Removing energy drains
Exciting change

- We have the option of a final in-company session, which is a one to one coaching to review and develop how the whole is working in reality in your workshop and business and forms part of the accreditation process.

For further details of the next training sessions please contact details call Paul Wilson 07762 164977 or email paul.wilson@bodyshopalliance.com