

Increase Employee Performance: Step by Step to 30%+



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#NADA2016

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Where's The Coach?

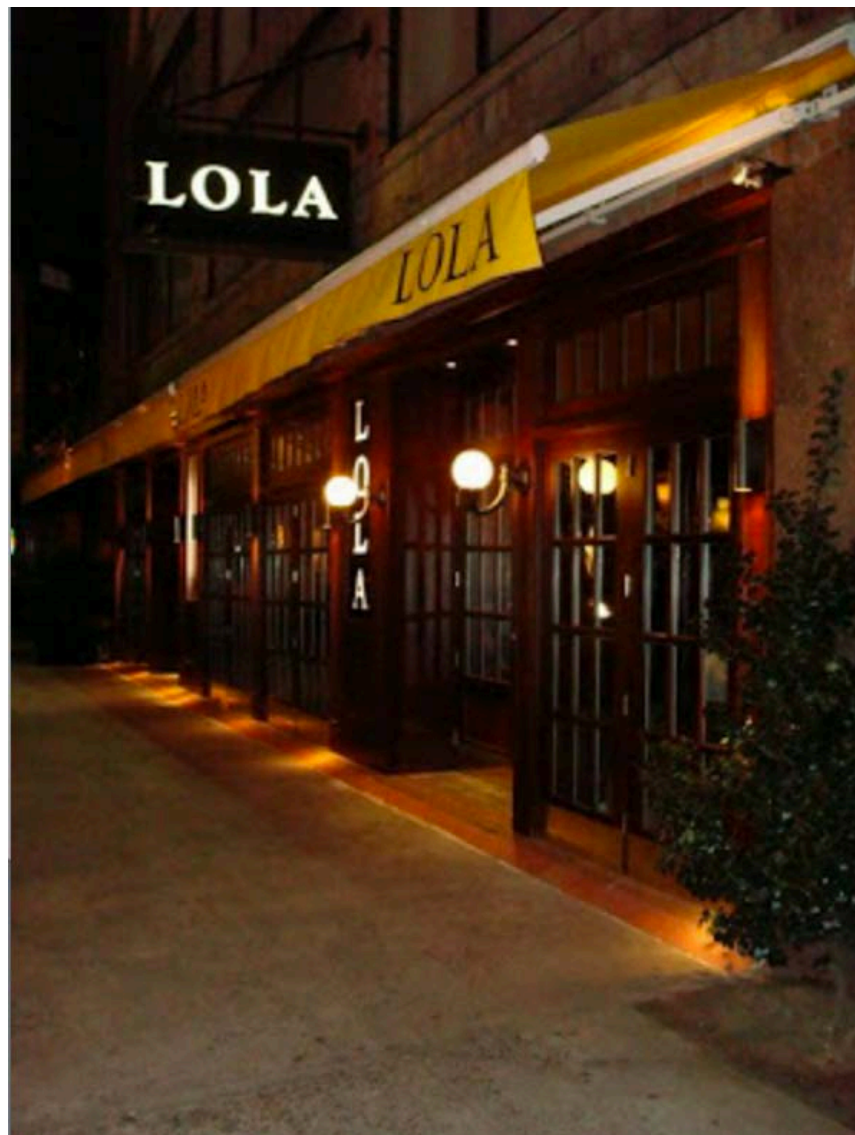


My First Managing Experience



“Food at it’s core is a commodity. It is the consistency of the experience that keeps them coming back”

**Gene Fracchia,
Owner**



“A car at it’s core is a commodity. It is the consistency of the dealership experience that keeps them coming back”

Successful Owner



Why Do You Return?



\$70 Billion



Amount Spent on Corporate Training 2014

\$70 Billion





Areas of Focus

- **Max Your Training \$\$**
- **The Trainer (Coach)**
- **Training Process**
- **Accountability**



Why Does So Much Training Fail?

- **Lack of Preparation**
- **Lack of Involvement**
- **Lack of Implementation**
- **Lack of Follow up**
- **Lack of Measurement**



How to Prepare?

- Why this training?
- Is Team aware?
- Handout with key takeaways?
- Interviewed Trainer?



What Does Involvement Mean?

- Is everyone attending?
- Upper Management?
- Have trainees explain each point
- Ask trainees how they will implement



How to Implement?

- **First action item**
- **Who will implement?**
- **Does this affect other departments?**
- **Documentation**



One Down



What Makes a Good Trainer/Coach?

- Confidence
- Communication
- Clarity
- Patience
- Listening Skills
- Coaching Mindset



Developing Your Team

- Hiring
- In the right position
- Mentors
- Culture



Two Down



Implement Change: 8 Step Coaching Process

- Explain WHAT needs to happen
- Explain WHY it is important
- Explain HOW the changes will happen
- Demonstrate
- Role-play
- Feedback
- Explain what changes happened
- Follow up



Good Documentation

- **Simple to Use**
- **Easy to Access**
- **Used by Management**
- **Updated Regularly**



Three Down



Long Term Follow Up

- **Who follows up?**
- **How often/what metrics?**
- **Explain follow up process**
- **What is retraining process?**



Accountability

- **What You are Measuring**
- **Effective Feedback**
- **When You Hit Goals?**
- **When You Miss Goals?**



Done!!



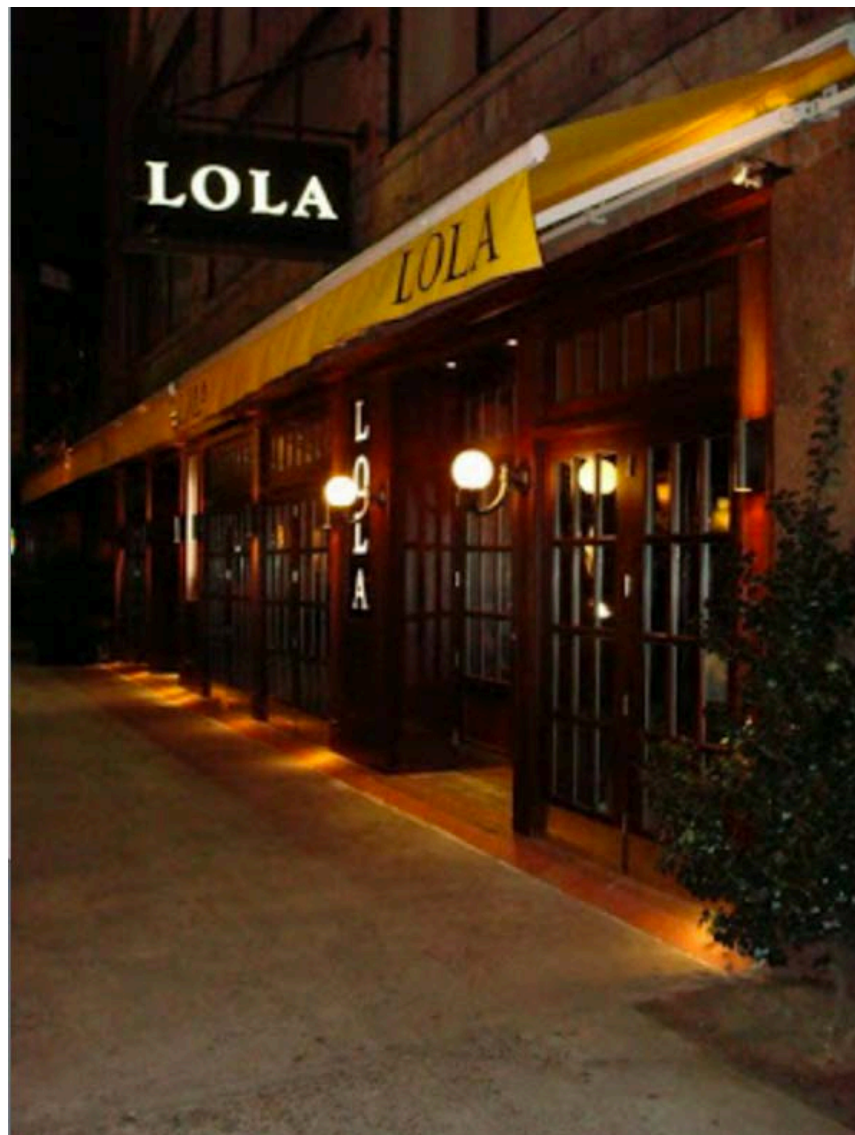
Takeaways

- **Max Your Training \$\$**
- **Get the Right Trainer**
- **Document Training**
- **Long Term Inspection**
- **Accountability**
- **Coach's Mentality**



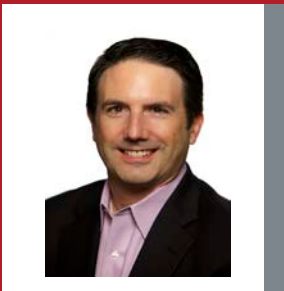
“The minute we fall in love with our reviews we stop caring about the experience we deliver each day. If we don’t care then why should they come back!”

Gene Fracchia, Owner



Questions?

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