



AUGUST 2003

IS MANAGEMENT WORKING HARDER AND LONGER TO COVER FOR THE EMPLOYEES?

The question raised in the title is not talking about summer holidays. The question is not talking about the shortage of competent technicians or staff in general.

The question refers to the fact that too many times when Management doesn't want to face the dilemma about it's workforce, he/she automatically steps in and does the job without thinking about what they are really doing, and the consequences of his/her actions.

It is perceived by Management that if the staff are challenged too much to become more accountable for their actions, to be the very best that they can be, to seek new levels of thinking and performing within the shop, to be involved and contribute constructive ideas for the improvement of the shop, they will quit. Management is thinking, "Staff cannot be easily replaced, and I don't need the hassle right now". Consider that perhaps one will quit, but really what are the alternatives if the pressure is not relieved and the shop does not move forward? If they quit, what does it say about the staff's current shop culture thinking that is in place now? In reality are you babysitting the staff instead of managing the business? Sorry, but that is not what you are paid to do!

Many owners/managers are in a state of total denial on this issue.

Consider that if Management does not re-examine its staff relations, with a plan to bring them to the right level, then **the alternative consequences for Management is total Management burnout**. As you age, how long do you think you can last at this pressure level? Procrastination will make it worse! Reality today is that change is constant. No one can stop that, as this is the type of industry we are in. Too many shops are far behind in their Management development, in their staff cultural development, in staff technical training, and the shop's equipment, and facility, requirements. The shop is strapped for cash to move forward, so Management perceives it is covering the best it can. If this continues, the mental and physical health cost, coupled with the risk of substantial business failures in our sector, will be insurmountable.

August can be an opportunity for you. Take a good hard look at yourself, and your business. Consider implementing these six positive steps and **re-new yourself with a committed attitude**. 1. Want, and will, increase my positive communications with the staff starting today, and will continue with that format one day at a time. 2. To seek out, and take the time to personally train, one additional person into the business to relieve shop, and personal, pressures. 3. To immediately raise the shop maintenance labour rate \$5, to provide the starting dollars for this new person. 4. By October 15, 2003 to raise my shop maintenance labour rate an additional \$5 to start providing the necessary cash **to move my business to the necessary standards level required to financially succeed**. 5. To commit now to make, and book, the time to upgrade my Business Management skills if it have been 2 years or more since my last course. 6. To commit to **see this through no matter what happens** for the betterment of the business, my family, and myself.

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