

LBT-186: Secrets to Running a Zoo

Shop management can often be like running a zoo, so George Witt is going to let you in on his secrets to help you take your shop from a zoo to a business that can run itself. Many shop owners are afraid to leave their shop and this course will give you the management training you need to take a week off without feeling guilty

George shows you how to give your employees more confidence so they are not always coming to you for your "OK" before they do anything.

Letting your workers be independent, solve more of their own problems without your input and letting them make mistakes is how they learn. He helps you learn how to stay out of their way and let them do their job.

George explains how to continually improve your shop by evaluating systems and procedures and letting the systems work for you. Poor workers adversely affect good ones and he gives you a system for choosing the right employees George also explains how to set standards and goals for performance and evaluate the skills that are needed for the job.

Runtime: 44 minutes

Topics Covered

The Objective of Management
Becoming a Manager
Care & Handling of Monkeys
Seagull Management
Systems & Procedures
Vvhen Things Go Wrong
Evaluate Skills
Complement Skills in the Office
Set Goals and Standards
Take a Day Off



Supplements

Testing Resources
Manual
Discussion Forum
Certificate