

SBC Tire & Auto Leadership Training Script

1.1.A (Name): Please type your name in the box below and then click submit to proceed.

1.1 (Welcome): Welcome to SBC Tire and Auto's Leadership Training for all service writers and shop managers. Click the Navigation Button to learn to navigate through the course. Otherwise, click the course button to move to the content.

1.2 (Navigation): This Slide will show you where all of the important buttons are that you will need throughout the course!

Let's take a moment to get acquainted with everything.

If you need to go back to the previous slide, click the button on the lower left part of the screen. If you are ready to move to the next slide, click the button that says Next on the lower right part of the screen. If you would like to access the additional resources that are available for this course, click the resources tab located on the upper right side of the screen. The menu for this course can be found on the left side of the screen and will allow you to follow your progress as you move through this course. Finally, you will see a seek bar on the bottom of the screen that shows you your progress for each individual slide, along with a play and pause button to its left and a replay button to its right. A Volume button can also be found next to the replay button.

When you are ready, click the next button to begin.

1.3 (Start Scenario):

Boss: Hey Brandon. I'm glad you came over. I'm headed out of town this week and I want to make sure that everything runs smoothly while I'm away.

Brandon: Sounds good. What do I need to know to make sure I'm a good leader for this shop and our employees?

1.4 (Learning Objectives): Thanks for joining us today to learn more about becoming an effective leader for SBC Tire and Auto. After today's course, you should be able to List the qualities of an effective leader, identify effective communication skills when working with employees and clients, and recognize ways to promote employee engagement. Click the next button to move to our first topic, the Qualities of a good leader.

2.1 (Qualities of a good leader): No matter what field they are in, leaders have many of the same characteristics.

Click on the yellow markers to learn more about the qualities of a good leader.

After you have explored each trait, click the next button to continue.

2.1.A (Listen & Repeat): A Good Leader will listen to the concerns of others, employees and clients, and then repeat back what they heard in order to ensure that they understood.

For example: "I think I heard you say..."

2.1.B (Stay Calm): When others are upset, leaders stay calm under pressure. When you choose to remain professional instead of meeting the emotions of clients or other employees, you can help bring everyone back to a working relationship.

2.1.C (Ask Questions Before Reacting): As a leader, employees and clients will come to you with questions and problems. Be sure to listen to their concerns or complaints before reacting. Often, just listening to what someone has to say will go a long way in helping to calm a situation.

2.1.D (Model Professional Behavior): Whether this means wearing the appropriate work clothing, speaking in a family friendly manner, or making sure to arrive to work on time, as a leader, you set the example for other employees. Make sure that you are modeling the behavior you want to see from others at all times.

2.1.E (Filter Information): Sometimes a client or an employee will share information that is not helpful in problem solving. It is important to be able to decide what to pass on to someone else and what is best kept between the two of you.

2.2 (Servant Leaders): Another important trait of a Good Leader is to be a servant leader to others. This can take on many forms at any given time. Click each of the leaders in the photo to learn more about what a Servant Leader Looks like. When you have clicked all 5 of the leaders, click the next button to see what you have learned so far in this course.

2.3 (Knowledge Check #1): Now it's time to see what you have learned. Sort the qualities into effective and ineffective leadership traits and then click the submit button to see how you did.

2.3.A (Knowledge Check #1 Correct): Congratulations! Here is your score. Click the next button to continue.

2.3.B (Knowledge Check #1 Incorrect): Good Try. Here is your score. Remember that good leaders are dedicated to the success of the team, listen and repeat what they hear, model professional behavior, and stay calm in all situations. Click the button below to continue.

2.3.C (Knowledge Check #1 Try Again): Nice Try but not quite right. Here is your score. Think about what you have learned and then Click the button below to try again.

2.4 (Making the Right Choices): Sometimes Good Leaders have to ask themselves questions in order to make the right choices. Some of these questions include: Will my decisions put myself or other employees at risk, are my decisions contrary to SBC's mission statement, rules, policies, or standards, or will my decision subject SBC Tire and Auto or myself to risk of liability? Your answers to these questions could mean the difference between a positive outcome or an outcome that could cost the company or you, personally. Now let's see what you have learned so far.

2.5 (Scenario): Now that we have learned about what it takes to be a good leader, let's see if we can problem solve a complaint from a customer. When you get to work in the morning, you notice you have a new message waiting for you. Click on the message button to get started.

2.5.A (Customer Message): John: My name is John and I brought my car in yesterday for a standard tune-up. Because I was still at work, I sent my wife to pick up my car before you closed and she complained about a weird knocking noise on her drive home. You broke something and now I want a refund! Call me back as soon as possible.

Click the Next Button to continue

2.5.B (Choice): What should we do first? Choose the button on the left to speak to your employee first or choose the button on the right to call back the customer first.

2.6 (Customer): It's time to call John back. On the next slide, read the shop's response to John in the red box and then decide how to respond based on the options in the two yellow boxes. Click the box marked Next to continue.

2.6.A (John Response): When you speak to John he is still upset. Read John's response in the red box and then click on the yellow box that you believe has the best reaction.

2.6.B (Refund): Before we refund the money, we should probably talk to our employee first. Click the yellow button to try again.

2.6.C (Employee): After we find Devin, our mechanic, we brief him on the phone call we received from our customer, John. Read the red box and then decide which yellow box is the best way to continue.

2.6.D (Yelling at Employee): We should probably hear our employee's side of the story before we get upset. Click the yellow button to try again.

2.6.E (What to do next): Read Devin's response in the gray box and then click the next button to continue.

2.6.F (What to do Next): You have called our customer John back to relay the news you received from our Mechanic, Devin. Read each response in the yellow boxes to decide which one to share.

2.6.G (Try again 2): We should try to help out our customers, even if we know the knocking sound did not occur at our shop. Since Devin offered to check the car out for free, we should pass that offer on to the customer. Click the yellow Try again button to go back.

2.7 (Employee): You find your mechanic, Devin. Click the next button to see if he knows anything about the knocking noise in John's car.

2.7.A (Employee): It's time to tell Devin about the call from John. After we brief him, how should we move forward? Read the yellow boxes to decide what to say next and then click the box with the best reaction.

2.7.B (Yelling at Employee): COPY OF 2.6.D

2.7.C (Get More Info): Luckily, Devin is able to shed some light on the situation. It is now time to call back our customer. Click the next button to continue.

2.7.D: (John Response): After calling our customer, we hear how upset he is. Read John's thoughts in the red box and then choose the yellow box with the most appropriate way to move forward.

2.7.E (Refund): Before we refund the money, we should probably try and see if we can satisfy the customer first. Click the yellow button to go back and try again.

2.7.F (What to do next): Great Job! After telling our customer John about the conversation with our mechanic, Devin, read the yellow boxes to decide how to proceed. Click the yellow box that you believe has the most appropriate response.

2.7.G (Try Again 2): COPY of 2.6.G

2.8 (Scenario Resolution): Great Job! Now that you have learned about the traits of a good leader, let's learn about Communication Processes and Skills.

3.1 (Traits of Effective Communication): Good Communication can make the difference between an effective and an ineffective leader. Select each tab to learn more.

3.1.A (Support/ Follow-up): After hearing concerns or thoughts from employees or customers, make sure to discuss what support you will provide moving forward, or how you plan to follow-up on this situation in the future.

3.1.B (Give Balanced Feedback): When giving feedback to employees and team members, always begin and end with a compliment. Place any concerns you have between these two compliments. Also, avoid the words "but" or "however" as they could be interpreted as disagreement or negating the other person's ideas or thoughts.

3.1.C (Listen for Understanding): Be sure to listen carefully when others are speaking so that you can repeat and understand what someone else is trying to communicate to you. If you are only waiting for your turn to speak, you may miss what someone else is trying to tell you.

3.1.D (Check for Understanding): Ask for a summary, an idea, or a reaction after speaking to others. Once you hear from the other party, you will know if you have clearly communicated your thoughts and ideas.

3.1.E (Be Clear and Specific): Your team members are not mind readers. Be sure to be clear and specific in your communications.

3.1.F (Control Non-Verbal Signals): When someone else is speaking, show them attention and respect. Do your best to control non-verbal signals so that the other party is able to share without interrupting their train of thought.

3.2 (Knowledge Check #2): When Giving Feedback, which 2 words should be avoided?
Drag the correct answer to the trash can.

3.2.a (Knowledge Check #2 Correct): Great Job! You should avoid the words "but" and "however" when giving feedback, as they can add confusion or be interpreted as disagreement!

3.3 (Employee Engagement): Leaders ensure employee commitment through engaging, empowering, supporting, and celebrating their team members along with adding standardization where applicable. Click each of the yellow boxes to learn more about ways to promote employee commitment in our shop. When you have learned about all of the 5 ways of engaging employees, click the next button to continue.

3.3.A (Engage): In order to engage employees, leaders should communicate and build a common vision and commitment.

3.3.B (Empower): Help empower employees by giving each one responsibility and supplying him or her with opportunities for growth.

3.3.C (Support): The best way to support team members is to help build the team and demonstrate respect for all.

3.3.D (Standardize): Standardization, through common processes and procedures and ordering standard shop supplies, can help create a work environment that shop employees can count on and internalize.

3.3.E (Celebrate): Recognizing the accomplishments of all team members allows employees to feel valued and seen.

3.4 (Knowledge Check #3): Let's see how well you remember what you've just learned. Complete the sentences by dragging the words from the right to fill in the sentence blanks on the left. Once you have filled in all of the blanks, click submit.

3.4.A (Knowledge Check #3 Correct): Great Job! You really know this material. If you can incorporate each of these ideas into your leadership style, you will become a great leader.

4.1 (Quiz Introduction): Great Job! You completed the Leadership Training course. Now all you have left to do is show what you have learned. But First, let's review so you are ready for the quiz! Click the Next button to review.

4.1.A (Summary): You learned that staying calm, listening and repeating, asking questions, modeling professional behavior, and filtering information are all qualities of a good leader. Next, you learned the 5 ways to become a servant leader. Finally, you learned about best practices when communicating with your team members, which can lead to an engaging work environment. In the next slides, you will have the opportunity to show what you know with 5 quiz questions. You must receive an 80% (or answer 4 out of 5 correctly) to receive credit for this course. Good Luck!

4.2 (Question #1): Is the following statement True or False? A leader should do their best to control non-verbal signals when listening to others.

4.3 (Question #2): Sort the following leadership traits by pinning the good traits to the cork board and throwing the bad traits into the trash can. Click Submit when you are done.

4.4 (Question #3): Which of the following is a trait of a Servant Leader?

4.5 (Question #4): Choose all of the questions leaders should ask themselves when making decisions. Click the Submit button when you are done.

4.6 (Question #5): Complete the sentences by dragging the words from the right to fill in the sentence blanks on the left. Once you have filled in all of the blanks, click submit.

4.7A (Success): Great job! Here is your score. You can review the quiz by clicking the review button or continue by clicking the next button.

4.7.B (Failure): Sorry. It looks like you need to go back and look over some parts of the course again. First, review your results and then try again.

4.8 (Congratulations): Congratulations! You have successfully completed the SBC Tire & Auto Leadership Training. If you have questions, you can come back and review this course, or check out the additional resources available under the resources tab.