

GENERAL MANAGEMENT: Recruiting, Hiring and Training People



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Course Overview

The goal of this interactive course is better prepare you in recruiting, hiring and training staff.

The role of the Owner/Manager is critical to the success of the repair centre. How they spend their time largely determines the success or failure of a particular business endeavour! One of the largest responsibilities of the Owner/Manager is recruiting, hiring, on-boarding and training quality people.

In this course, we will discuss the Owner/Manager's primary objectives related to developing people. We'll discuss how to develop a recruiting and hiring strategy to attract high-quality candidates to your business. You'll learn how to on-board, train, mentor, coach and undertake performance reviews in a way that is highly motivating to your staff.

A heavy emphasis is placed on:

- Identifying the task or functions critical to the success of an Owner/Manager.
- Reviewing the Owner/Manager's wildly important goals that, when achieved, will lead to long-term success of an organisation.
- Improving your ability to recruit, interview, and hire employees
- Creating an on-boarding and mentoring program for your employees
- How to train, coach and conduct performance reviews.



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Key Needs of Successful Course Attendees:

- Willingness to reflect on how you spend your time.
- A desire to improve your goals for long term business success.
- A need to attract high-quality, qualified candidates.
- A desire to invest in the continuing development of your staff.



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Who Should Attend?

Bodyshop Owner or Manager.

Benefits:

- Designed to define Owner/Manager roles and responsibilities.
- Develop ability to refine manager goals that lead to repair centre success.
- Strengthen processes related to recruiting and hiring
- Improve training, coaching and mentoring of employees.

How does this course differ from similar courses in the repair industry?

- Taught using a highly interactive guided learning model to keep attendees engaged in the learning process.
- Numerous hands-on exercises related to the collision industry, which emphasise the principles taught. You can also use the exercises in your bodyshop during your own implementation.
- I-CAR certified and eligible for credit points



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