

Your Attitude...Your CHOICE!

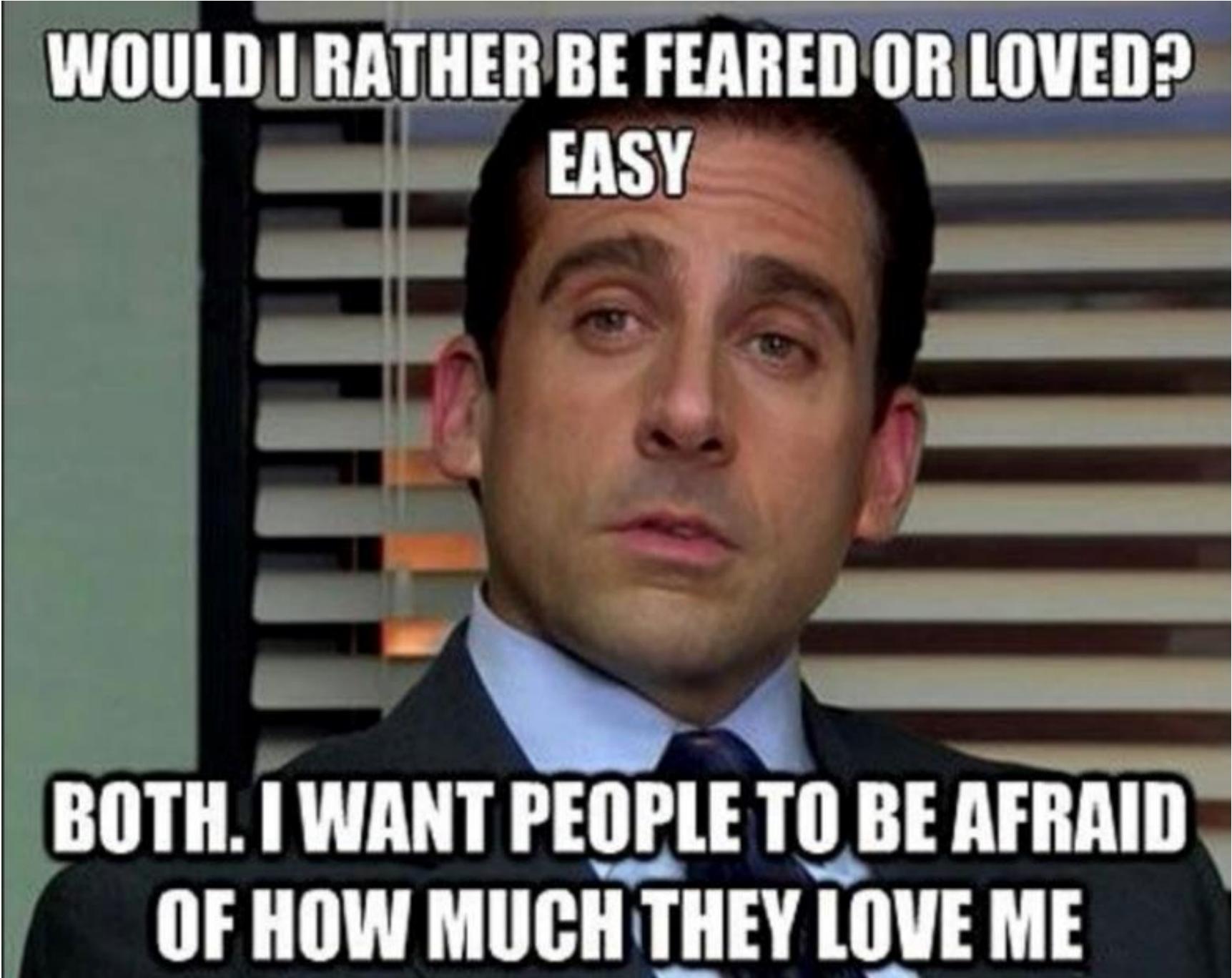
Attitude of an ELITE PRO!



WOULD I RATHER BE FEARED OR LOVED?

EASY

**BOTH. I WANT PEOPLE TO BE AFRAID
OF HOW MUCH THEY LOVE ME**



PERSPECTIVE



PERSPECTIVE

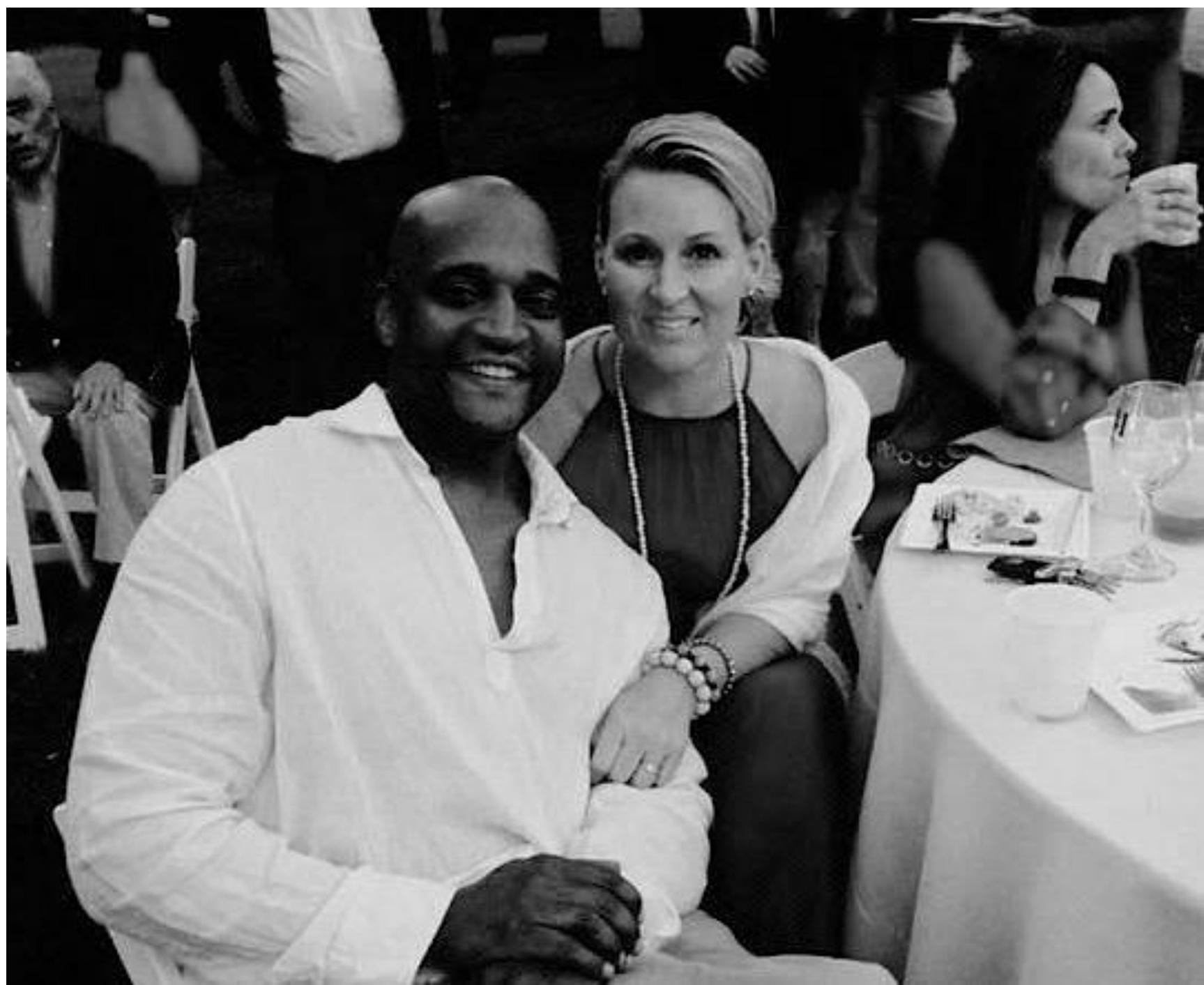


What's YOUR....



WHY?

The image shows the word "WHY?" written in black ink on a light-colored surface. Each letter of the word is pointed to by a red arrow. There are six red arrows pointing downwards to the top of the letters W, H, and Y, and six red arrows pointing upwards to the bottom of the letters W, H, and Y. The question mark also has a red arrow pointing upwards to its base.



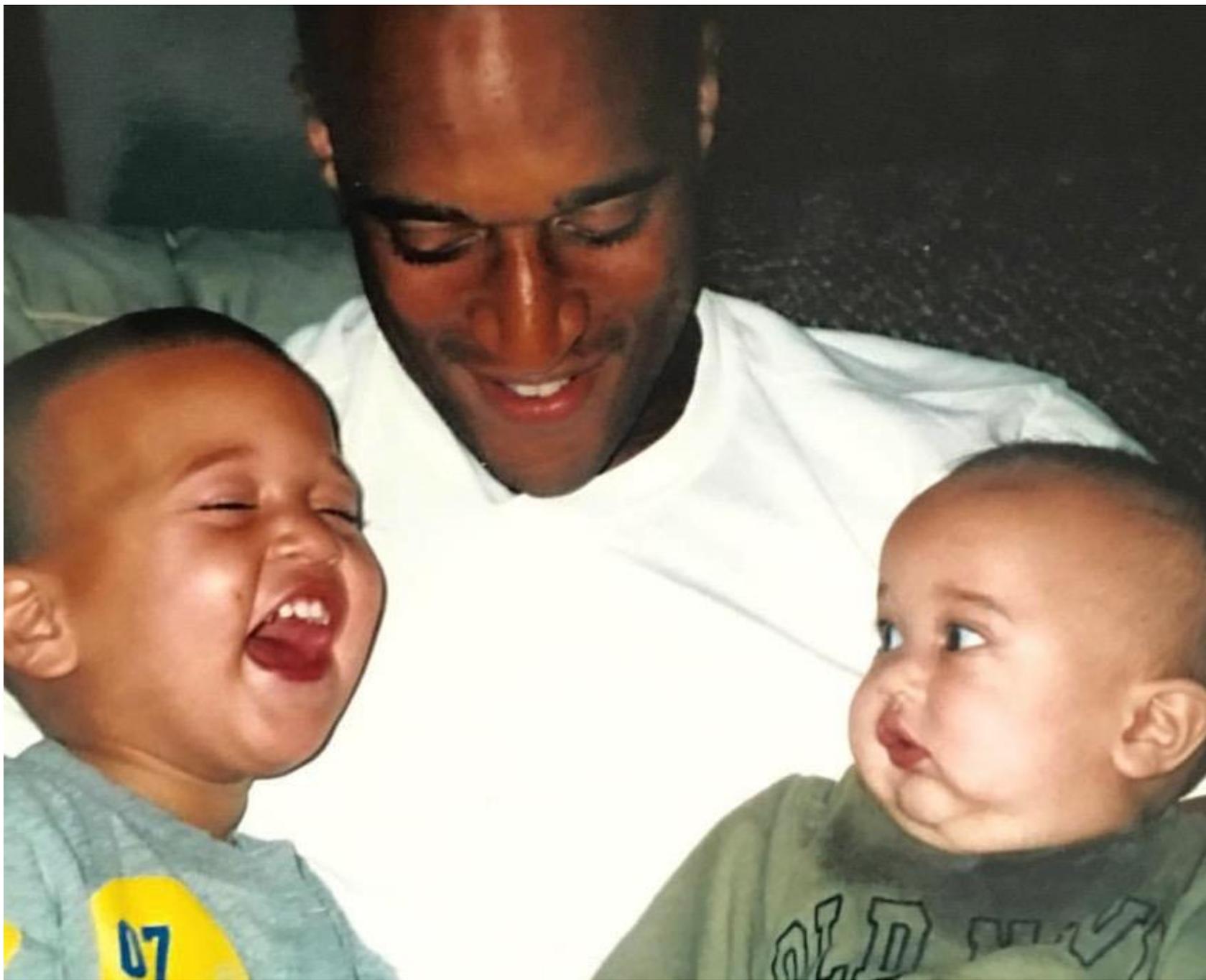
























Google Search

647,000,000

No ONE way to define Leadership

It's a difficult concept to define because it means so many different things to different people.

In this room there are probably a variety of definitions of a Leader.

My ONE word.....

INFLUENCE!

Influence is the capacity or power of persons or things to be a compelling force on or produce effects on the actions, behavior, opinion of others.

Give me ONE!

- Take a moment and list 1 person who has had a major influence on your life both personally & professionally as a Leader & then share with your neighbor.

- Take a moment and list 1 person (let them remain nameless) who has had a negative influence on your life both personally & professionally as Leader & then share with your neighbor.

Which one are *YOU*
MOST like?

YOUR life is **THE** most important thing you **Lead**

Here today we celebrate the life of:



Who's the Toughest to Lead?

- 1. Mechanics?
- 2. Front desk Professional?
- 3. Suppliers?

Let's keep it Real

As an Elite Pro you can sometimes be our own worst enemy.

1. We don't see ourselves as we see others:

-We seldom see ourselves realistically.

-As a result we tend to miss our "own" blind spots or ignore them.

Keeping it REAL continued...

2. We tend to be harder on **others** than we are on ourselves.

-Tend to judge **others** by their **actions**.

-Tend to judge **ourselves by our intentions** letting ourselves slide with things we would NEVER allow others to get by with.

People quit YOU/culture Not the Shop

When people quit they usually don't quit the shop...they quit you or someone else in the shop that makes their life a MAJOR PAIN!

It's NOT always about the money difference, but often about the LEADERSHIP/CULTURE difference...and both come from the TOP!

What kind of Shops do people Leave?



People leave when they are devalued

As an Elite Pro: Look for the value that your teammates bring and “tell” them and “show” them how much you value them.

As an Elite Pro: Praise them as much as you can!

People leave Untrustworthy shops

**As an Elite Pro: Make sure your
words and actions match!**

Consistency is the KEY!

It's NEVER the same once Broken!



People leave INSECURE SHOPS

Remember: Insecure people try to make you feel smaller. Confident people love to see you walk taller and GROW BIGGER!

2 Things that Elite Pros Do:

- 1. Develop other Leaders
- 2. Create a Culture at the shop to where it doesn't matter if you're there or not. Excellence will continue!

Attitude Attributes 2 Attack Attrition

- 1. Elite Pro's take ownership of all their relationships! If it's bad; take a look at your own attitude first to try and repair. If it's good; water and nurture it regularly!

- 2. Have them ENTER your office before they EXIT the shop! Is it YOU?

- 3. Elite Pros set the TONE for a Culture that exudes a Championship Attitude Shop!

- 4. Elite Pros remain teachable and thirst for growth and improvement! Elite Pro's keep learning so they can keep leading!

Elite Pro's Watch the Film



Sunday Night SHOP Review-Preview

What went Good? (list at least 3 things)

What needs to improve (Top 2-3)

Top 2 things that I'm GOING TO do that will have a MASSIVE impact on the shop THIS WEEK!

ONE CHANGE

- 1. One change you're going to commit to both personally & professionally.
- 2. Find someone who's going to hold you accountable.
- 3. Do this within 72 hours.

You will take some HITS!







Celebration of Life

MARTHA R. DAVIS

AUGUST 26, 1943 - SEPTEMBER 18, 2014

Refuel->Rejuvenate->Refocus



Attitude → 444999



The Next Steps

for creating Exceptional service



1. Embrace your role and your responsibilities.
2. Utilize the tools you have been provided.
3. Follow through.

Thank You for Joining Us

Elite 2019 Leadership Conference



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