



ROLE OF THE MANAGER

S H A W

The standard for dealership training.



SHAW

DEALER TRAINING GROUP

MANAGER FUNDAMENTALS - 600 SERIES

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THIS WORKBOOK BELONGS TO

Write it down. What you write, you remember. What you remember, you use.

THE BIG IDEA

601

The one truth that anchors everything a manager does.

**Get the right results, with the right people,
to the standard leadership set.**



THE ROLE, DEFINED

What the manager is here to do — and the shift in thinking it takes.

THE ROLE, DEFINED:

THE MINDSET SHIFT:



THE RESPONSIBILITIES

Everything the manager owns. Capture each one.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____



WHAT TO STOP DOING

The old-job habits you must let go of and delegate.

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.



THE BIGGEST MISCONCEPTION

The wrong belief that derails most new managers.



THE MANAGER MINDSET

601

How a manager thinks differently — and the difference between selfish and selfless

THE MANAGER MINDSET

SELFISH vs. SELFLESS — WHAT'S THE DIFFERENCE?

SELFISH

SELFLESS



THE PROFIT CONNECTION

The math behind the role — and the expenses you own.

	Sales
—	Technician Cost
=	Gross Profit

	Gross Profit
—	Expenses
=	Net Profit

THE MANAGER OWNS THE VARIABLE EXPENSES

List the variable expenses a manager most controls:

1. _____

2. _____

3. _____

4. _____

5. _____



WHAT CAN GO WRONG?

Spot it early — what breaks when the role isn't owned.



THE ASSOCIATE MINDSET

601

Execute with your team — coaching is how.

*Managers don't get results FROM people —
they get results WITH their people. Coaching is how.*

THE ASSOCIATE MINDSET — WHAT WE BUILD IN OUR PEOPLE

COACHING — AND WHY IT MATTERS



YOUR BIG TAKEAWAY

601

The one thing you carry to the service drive tomorrow.

MY ONE TAKEAWAY:

NOTES:





KEEP GOING.

Management training is only one piece of a complete Fixed Operations program. For more on management — or training for any other area of your dealership — connect with the Shaw Dealer Training Group.

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A Shaw University course.



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