



Is anyone here
overstaffed?
Just wonder'n...

Presentation/Discussion:
*Understanding the
Symptoms of
Understaffing*

Understanding the Symptoms of Understaffing





CAN YOUR BUSINESS SURVIVE

SHORT

STAFFED?



Understanding the Symptoms of Understaffing



The alarm bells of understaffing continue to sound across most businesses and dealer-America. Many dealerships lack proper coverage especially in Service and Parts because of understaffing. Lean dealerships may be too weak to compete as inflation continues...

The number one symptom of understaffing is trouble in customer service, specifically the inability to provide customers with the level of service that make them loyal to the dealership and to the brand...

When the level of service starts to deteriorate, you begin to losing customers which further adds to the fears many dealers have regarding staff levels...

Examples of over-lean life at a new car dealership:

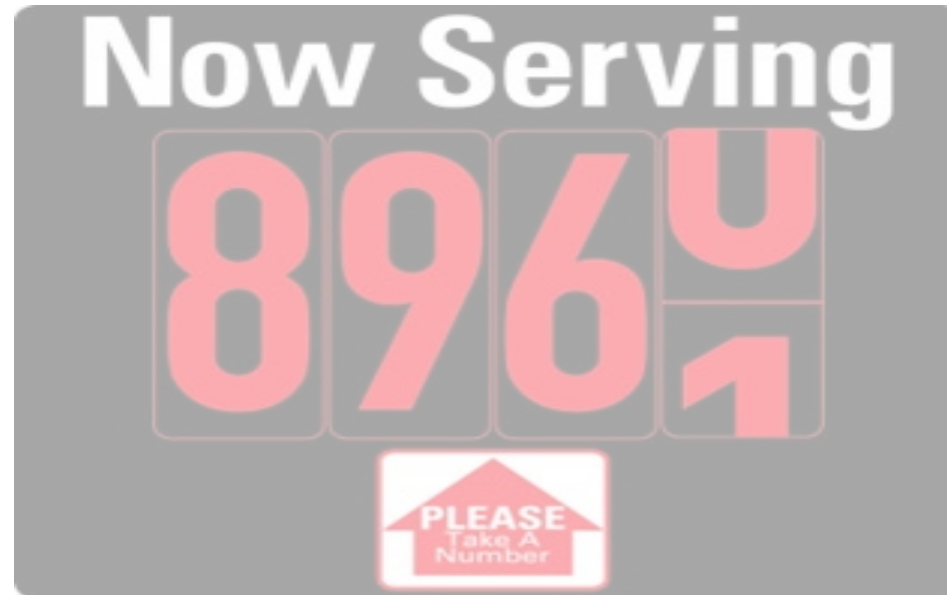
- Department managers are the sales staff, they are the fill-ins, and some are afraid to take time off...
- *(and if they do, they are constantly checking to see what is happening at the dealership)...*
- Many dealership employees have taken on other's work responsibilities to the point where the employee simply cannot perform all the tasks completely without getting behind and thus getting burned out...
- Overtime and additional hours by everyone is the norm week after week...
- Sales are growing *usually* because of inflation...
- Customers are bailing due to lack of customer service and not being able to get their vehicles in for service in a timely manor

Understanding the Symptoms of Understaffing



What is the Impact on Your Business?

- Bad reviews/surveys
- Customers leave silently
- Sales won't be able to sell cars if customers didn't like the Service or Parts
- Loss of profitability
- Turnover/burnout of employees
- Your employees' welfare
- Business will shrink/go under/sold



Understanding the Symptoms of Understaffing



What is the Impact on Your Customers?

- Surveys!
- Additional burden/stress because they need their car
- Willing to switch brands or take it somewhere else
- Word of mouth if they have a bad experience / Google Reviews / Facebook / Yelp



Understaffing Leads to Mismanaging or Neglect



Your Employees are Important

- As a manager, the attitude and motivation of your personnel must be directly affected by *your* actions, as many don't know what's expected of them at work.
- Paying your employees, a wage is essential to maintaining morale, but it may be the *only reason* people will hire.
- Believe that a stress-free atmosphere is essential. Some employees may be hesitant to share their problems. *You may need to hire a warm body just because.*
- Some new hires don't know what's in it for them. If they dread coming to work, you will not get the best performance from them. It becomes a clear indication that something else is *wrong*.



What many of us need to do...

- **Increase the Number of Employees *and***
- **Increase Employee Retention**

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Employee Hiring, Loyalty, and Profitability can be Achieved

New employees can be worth much more than their weight in gold. They can ensure the sustainability of your business. They make it possible for you to *succeed*.

- A paycheck alone may be sufficient. But people also need to feel appreciated and valued. What do new, even tenured employees want? Flexibility, time off, *and money*.
- However, *tenured* employees who have been pushed to the point where they no longer care will not go the extra mile.
- And they will not take the initiative to solve problems. They will end up treating customers the same way you treat them.
- When *tenured* employees feel unappreciated, they leave at the first opportunity that comes their way.



Understaffing Leads to Mismanaging or Neglect



Failure to Give New Hires a Job Description and Adequate Training is one of the Biggest Failures of the Manager-Employee Relationship

- Generally, managers neglect to provide a suitable job description to prospective new hires before they hire them, leaving them confused, overwhelmed, and sometimes irritated. Managers often overlook the proper training new hires need to succeed.
- Communication issues are common. Too much of it and not enough of it. Poor communication can affect work morale, disengage your employees, and dissatisfy your customers. Whatever the case, one thing should be crystal clear: job descriptions and proper training are necessary for success.



Understaffing Leads to Mismanaging or Neglect



Make sure that All Your Employees are Clear about What They Need to do

- The first step is to explain job titles and provide *detailed* job descriptions, so they have a clear understanding of what is expected of them *at the first job interview (or an update for tenured employees)*.
- Clarity on daily tasks is needed to accomplish processes. Most jobs require flexibility, and employees must be clear on who should do what.
- Then, train them on these job description processes to ensure consistent performance.



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When Employees Don't Know how it's Done, Train Them

- The second step is providing on-the-job training to gain the knowledge and develop essential skills necessary to perform the job.
- Again, *clarity* on daily tasks is needed to accomplish your processes. Employees must have the appropriate tools, resources, and support from you to complete their tasks.
- Then, practice different on-the-job scenarios. Get them to say what you want them to say and how they want to say it.
- *(Train them on how you want them to do their job and practice, practice, practice until it becomes second nature to them.)*



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Get to the Root of the Problem(s)

The key to unraveling the mystery of understaffing is to determine the cause or source. Today, in this work environment, you may have to consider:

- It feels like many don't want to work
- Others are holding out for who pays the most
- Many want more time off
- Some don't like the working conditions
- Some think accountability doesn't apply to them
- Others lack the skills necessary to do the work
- Your guidance doesn't support their level of capability



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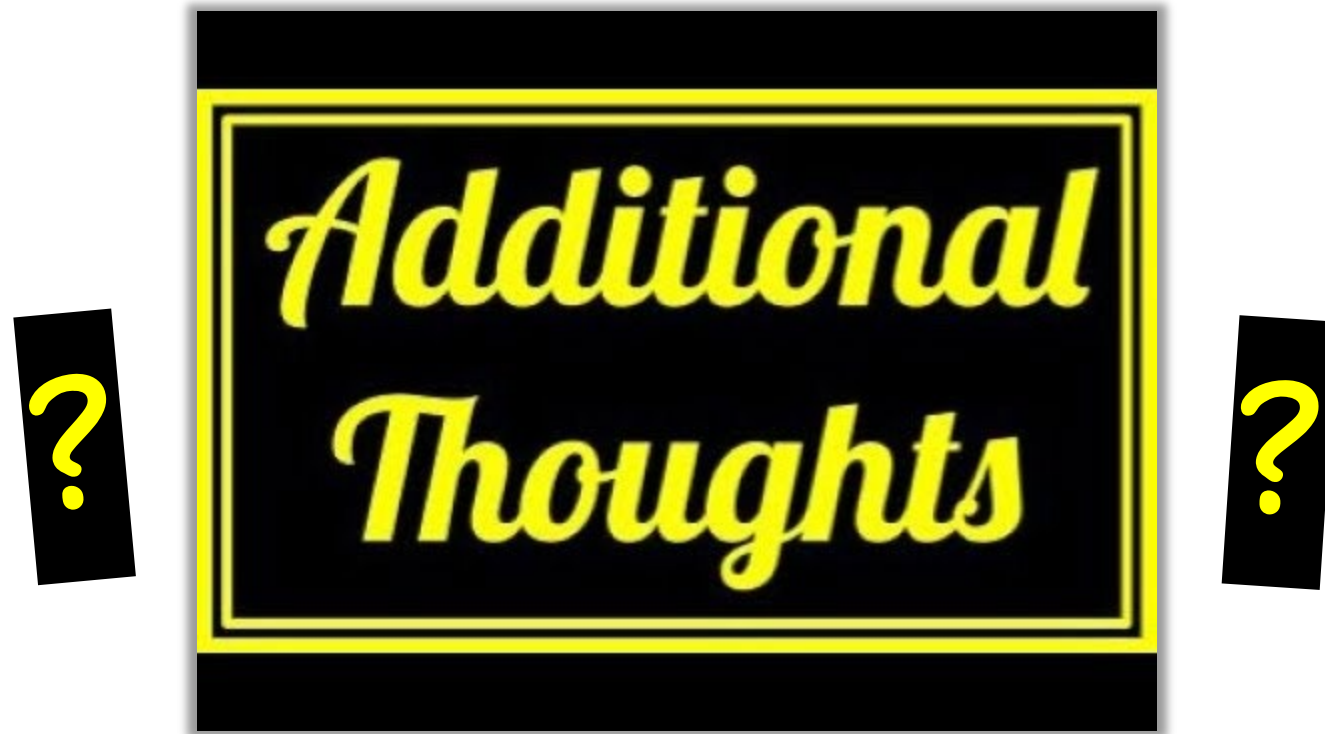
You May Have to Consider

Today, in this work environment, you may have to consider:

- Raising your hiring rates
 - Hourly
 - Flat Rate / Salary
- Benefits
 - Full & Parttime
 - Paid Sick Time & Leave
- More time off / Limiting open hours
 - Creates less stress overall
 - More time with family or outside interests
- Working conditions
 - How bad is it? Do you know?
 - Underappreciated work
- Be supportive and provide the needed assistance or involvement
 - Review of the job description
 - Additional training



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10 THINGS THAT REQUIRE **ZERO TALENT**

1. Being On Time
2. Making An Effort
3. Being High Energy
4. Having A Positive Attitude
5. Being Passionate
6. Using Good Body Language
7. Being Coachable
8. Doing A Little Extra
9. Being Prepared
10. Having A Strong Work Ethic

Words Not to Use



Unfortunately, it can be hard to gauge someone's tone through a computer – and your emails could be coming off a little aggressive.

According to the findings, here are the top 10 most passive-aggressive phrases in the workplace:

1. Please advise
2. Noted
3. Friendly Reminder
4. Will do
5. Thanks in advance
6. Per our last conversation
7. Circling back
8. As per my last email
9. As promised
10. As discussed

WordFinder by Your Dictionary, an online word search tool, also identified some of the least passive-aggressive work phrases, including “Sorry to bother you again,” “Any update on this” and “I’ll take care of it.”

According to Joe Mercurio, WordFinder Representative, employees should think twice before sending their emails.