

Actions

Training is the most clear and consistent issues in the group. I manage 4 stores. Each of the parts managers have different background and years of experience. Along with the years in the seat, different opportunities for training. The newer two managers have ZERO training. I believe that Paccar does a great job with their weeklong class called Paccar Institute of Managerial Leadership. I have personally attended the course. It gets you outside of your comfort zone and it is great to find out what type of manager you are and where to improve.

My focus immediately is to get the entire staff into something formal for training as well as recommend book reports for them to complete at company expense.

Training and retaining the existing management team will help me form a more solid backbone to grow the rest of the department.