

Overcoming challenges and staying resilient in the dealership environment.



In today's fast-paced automotive industry, where teams are often smaller and resources are limited, prioritising your wellbeing can be a challenge. Our [M]enable Moments guides are designed to assist you in navigating various aspects of mental wealth.

In our eighth guide, Stephen Whitten, founder of [M]enable, gives techniques for overcoming challenges and staying resilient in the dealership environment.

A dealership can be a fast-paced, ever-changing environment, often requiring you to think quickly and make decisions that require both you and the business to adapt and respond effectively.

Applying the tips and techniques from previous articles will help you develop resilience and strength (mental wealth). Here are a few more, specifically aimed at tackling common dealership challenges:

- **Management commitment** — Ensure all managers are fully committed to and actively involved in creating a positive culture that fosters collaboration and support.
- **Communication** — In this positive environment, make sure that expectations, goals, challenges, and support mechanisms are crystal clear to everyone.
- **Training** — A lack of training is often the biggest barrier to resilience, leading to misunderstandings, miscommunication, and mistakes. Make sure everyone is appropriately trained for their roles and feels supported when learning new tasks.
- **Recruitment** — During recruitment and onboarding, be clear about the expectations as well as the support mechanisms available and how they can be accessed. Ensuring new team members are a good fit is essential for both their resilience and the business's success.
- **Purpose** — The most important factor. When left unclear or uncommunicated, a lack of purpose can make people feel disconnected and uncertain. Recent studies in mental health have shown that a lack of purpose and connection is a key factor in poor mental health. A mentally wealthy business has a clear sense of purpose and direction.

Bringing all of the above together ensures that everyone plays a part in creating a psychologically safe and progressive environment. When this happens, challenges are shared and dealt with efficiently, leading to a resilient and mentally wealthy workforce.



About Stephen

Stephen Whitton was an Automotive Trainer, Speaker, Consultant, and Coach, known for his ability to captivate an audience on stage.

Despite his outward success, for many years he faced mental health challenges stemming from unresolved childhood trauma.

In 2020, he confronted these challenges head-on with the guidance and support of his inner circle.

This journey inspired the creation of [M]enable, an initiative focused on equipping leaders and businesses with tools to prioritise mental wellbeing in the workplace.

[M]enable fosters open discussions to promote a more empathetic, supportive, and resilient industry culture.

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The logo for MOTORS, featuring the word 'MOTORS' in a bold, black, sans-serif font, set against a bright green curved background.

If you'd like to learn more or want help to embed mental wealth thinking into your business, please contact us via www.menable.org