

Coping with holiday stress in the dealership.



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 fourteenth guide, Stephen Whitten, founder of [M]enable, tells us how to successfully navigate the holiday season.

The holiday season is one of the busiest times for car dealerships. End-of-year sales, promotional events, and increased customer traffic can create an intense environment for the entire team.

Effectively managing stress during this period isn't just about surviving—it's about thriving together and maintaining mental well-being.

1. Prioritise clear communication

Holiday chaos often leads to misunderstandings. Take time to check in with your team regularly, clarifying priorities and delegating tasks. Active listening becomes crucial here—when people feel heard, they're less likely to feel overwhelmed.

2. Create a supportive atmosphere

The holiday rush can be exhausting, but small gestures of appreciation go a long way. Recognise hard work with verbal praise, small tokens of gratitude, or even a quick coffee break. Encouraging team members to acknowledge each other's efforts can also build camaraderie and lighten the mood.

3. Manage your own stress

As a leader or colleague, you set the tone. Practice self-care by taking short mental breaks, staying hydrated, and keeping energy levels steady with nutritious snacks. A calm and collected demeanour can inspire the same in your team.

4. Celebrate small wins

Amid the hustle, pause to acknowledge successes—whether it's hitting a daily target, resolving a tricky customer issue, or simply supporting each other through a hectic shift. Celebrating small victories helps everyone stay motivated.

5. Encourage work-life balance

Whenever possible, allow for flexibility in schedules and remind the team to take time to recharge. A rested, refreshed colleague is far more effective than a burned-out one.

Try this: Start your next meeting with a moment of gratitude, asking each team member to share one thing they appreciate about the season or their work. It's a small step toward spreading positivity and reducing stress.

For more information or help in your business, please get in touch at action@menable.org

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.

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

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