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# Coyote anniversary

By Danny Sullivan

As the Coyote Vision Group—a self-governing association of independent, successful body shop owners—celebrates its 15th anniversary, group members have turned to a best-selling author and business consultant to gain a fresh perspective on industry challenges.

John Carlos, senior consulting partner with The Ken Blanchard Companies and coauthor of the book *Empowerment Takes More Than a Minute*, became moderator for Coyote's quarterly meetings in 2003, bringing insight from his public and private sector business experience. During his first meeting, Carlos addressed situational leadership, building employee morale, measuring customer service, and improving company culture.

Carlos' insights from the corporate world excited Coyote

members, but the challenge is to implement the new concepts. According to Mike Anderson, owner of Wagonwork Collision Center in Alexandria, Va., the group's value is rooted in challenging members to improve.

During each two-day meeting, members analyze the group's composite financial numbers. Though opening your books to 20 peers is intimidating, it exhibits the group's trademarks of adaptability, courage, and teamwork, said Tom Griffin, owner of Mayfield Collision Center in Euclid, Ohio.

"You can't open your books to your direct competitors, but you can learn a lot when you compare your books with owners in other markets," said Jim Ryan, owner of Import Auto Body in Omaha, Neb. "The 20-Groups show you how you're doing and help you discover



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