



CASE STUDY

High Adoption, Higher Performance: Acura of Brookfield



OVERVIEW

In just six months, Acura of Brookfield achieved top-tier adoption of Mentor Mentee by embedding the platform into daily workflows and tying engagement to clear incentives. With structured career pathways, real-time progress tracking, and consistent mentor involvement, the dealership transformed an unstructured training approach into a performance-driven development model. The result: increased productivity, stronger mentor-mentee engagement, accelerated technician advancement, and a more efficient, motivated shop floor.

OBJECTIVES

- Establish structured, transparent career pathways for technicians and trainees
- Drive consistent platform adoption across mentors, managers, and mentees
- Increase productivity and efficiency through performance-based progression
- Improve mentor-mentee engagement with regular feedback and accountability
- Provide real-time visibility into skill development and progress
- Accelerate technician advancement and support long-term retention

BUSINESS CHALLENGES

- High technician turnover
- Inconsistent mentorship practices
- Limited visibility into mentee and student progress
- Underutilized talent and shop inefficiencies

SOLUTIONS IMPLEMENTED

- Standardized, competency-based career pathways for all technicians and trainees
- Daily platform usage to track reps, skills, and real-time performance
- Visible progress tracking to drive engagement and accountability
- Incentives tied to progression, including pay increases and bonuses
- Centralized system replacing spreadsheets and enabling data-driven decisions

OUTCOMES

- Top-tier platform adoption with consistently high daily engagement
- Increased productivity and tracked hours across the shop
- Accelerated technician advancement, including progression to flat-rate roles
- Stronger mentor-mentee engagement through consistent feedback and check-ins
- Improved efficiency and morale driven by clear expectations and visible progress



HIGH ADOPTION, HIGHER PERFORMANCE: ACURA OF BROOKFIELD

Executive Summary

In just six months, Acura of Brookfield transformed its technician development program from an unstructured, reactive process into a high-performing, engagement-driven system powered by Mentor Mentee. Through consistent platform usage, clear career pathways, and strong mentor accountability, the team has significantly improved productivity, trainee motivation, and overall shop efficiency.

The Challenge: Lack of Direction and Engagement

Before implementing Mentor Mentee, Acura of Brookfield faced a common but critical issue—there was no standardized path for technician development.

As Service leadership described:

“There wasn’t really any direction. A trainee came in for the day, was given work, and that was it... whether it was within their scope or not.”



This lack of structure created several downstream challenges:

- Inconsistent skill development
- Limited visibility into technician progress
- Inefficient use of trainee time
- Frustration and disengagement among mentees

Without a centralized system, tracking competencies or daily performance required manual effort—or didn’t happen at all.



The Solution: Structured Pathways + Consistent Adoption

With Mentor Mentee, Acura of Brookfield implemented a structured, transparent development model across:

- **14 technicians and 5 trainees**
- **369 defined competencies**
- **3,976 completed reps**

From day one, leadership emphasized consistent usage—not just implementation. That focus on daily engagement became the foundation for success.

Mentors, managers, and trainees actively use the platform to:

- Track daily work and skill progression
- Align tasks with competency development
- Monitor performance and efficiency in real time

As Patrick Huseonica shared:

“They know what is expected of them day to day. There’s a clear line of sight.”

Driving Adoption: Accountability Meets Incentives

Acura of Brookfield didn’t leave adoption to chance—they tied platform engagement directly to what matters most:

- **Pay increases tied to progression**
- **Access to preferred jobs based on proven competency**
- **Bonus incentives tied to completion percentages**

This created a system where engagement is not forced—it’s naturally reinforced.

“They can be sort of in control of their career... they know X amount of things need to be done before I get X amount more each paycheck.”

This resulted in Acura of Brookfield quickly became a top-performing dealership in platform adoption with consistently high daily logins across the team.



The Impact: Measurable Gains in Engagement and Performance

1. Increased Productivity and Efficiency

Since implementation:

- Productivity and tracked hours have steadily increased
- Trainees are completing foundational tasks faster and progressing to advanced work sooner
- Idle time has decreased as expectations became performance-based

“Now it’s performance-based... they won’t sit there and wait— they figure out a more efficient way.”

2. Stronger Mentor-Mentee Engagement

The platform didn’t just track work—it strengthened relationships:

- Quarterly one-on-ones replaced infrequent annual reviews
- Mentors provide ongoing, structured feedback
- Trainees receive consistent guidance and accountability

This continuous engagement loop has led to better alignment, stronger communication, and improved development outcomes.

3. Clear Progress = Higher Motivation

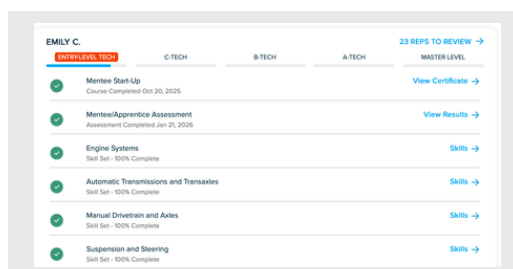
One of the most impactful features has been visual progress tracking.

“You can see your progress. You’re leveling up... especially for newer generations, they like seeing that.”

Progress percentages and completion bars have:

- Increased daily engagement
- Encouraged trainees to pursue advanced competencies
- Created a sense of ownership and achievement

“Fill that bar up... it’s a morale boost.”



4. Career Advancement and Retention

With structured pathways in place, trainees are no longer guessing what's next—they're advancing with purpose.

- **Morgan** completed the accelerated pathway
- **Luis** progressed to a flat-rate technician
- Multiple trainees advanced from 0% to fully competent roles

“They want to get through the easier work and move on... they’re gaining more training.”

Clear expectations and visible growth have reduced frustration and improved long-term retention.

5. Smarter Shop Operations

With real-time visibility into skills and progress, managers can now:

- Make better dispatch decisions
- Assign jobs based on verified competency
- Balance workload more effectively

Additionally, Mentor Mentee eliminated the need for internal tracking tools:

- No more spreadsheets
- No custom system development
- One centralized source of truth

Why It Works: Consistency is the Multiplier

The real differentiator at Acura of Brookfield isn't just adopting Mentor Mentee—it's how consistently they use it.

Daily engagement across mentors, managers, and trainees has created:

- A culture of accountability
- A shared understanding of expectations
- Continuous performance improvement

“It’s their pathway... their ability to track... and it becomes more encouraging as they progress.”



Conclusion

Acura of Brookfield's success demonstrates that when structured development meets consistent engagement, the results are powerful.

By fully embracing Mentor Mentee, they've:

- Replaced guesswork with clarity
- Turned disengagement into motivation
- Increased productivity and efficiency
- Built a scalable, performance-driven training culture

Most importantly, they've created an environment where technicians don't just complete tasks—they build careers.

