TECH PATHWAYS

Under the Hood Journal

July 2025

Battery Basics: Why Testing Matters Year-Round

An essential step in every Multi-Point Inspection (MPI) our apprentices perform is the battery check and for good reason. Batteries are one of the most common causes of no-start conditions, especially during extreme temperatures. While many people expect issues in the winter, the summer heat can be just as damaging.

High temps speed up internal corrosion and can cause battery fluid to evaporate, weakening the battery's performance. That's why we make a point to test voltage, cranking amps, and look for signs of wear every time a vehicle comes into the shop.

This is more than just good service. It's smart training. Our apprentices are learning that a strong battery keeps the vehicle running reliably, and checking it proactively keeps our customers from being stranded in 90-degree heat. It's a small test that makes a big difference in trust, safety, and technician skill.

Leadership in Action: Deal with Conflict Immediately

One of the most critical lessons we teach in our leadership journey is simple but powerful: deal with conflict as soon as it arises. For technicians working side by side in a busy shop, tension left unresolved doesn't just impact the mood, it affects safety, productivity, and trust.

In leadership sessions, we introduce diagnostic tools to help students handle conflict with maturity and clarity. Tools like *FBI* (Feelings, Behavior, Impact) and *VOCAB* (Vulnerability, Ownership, Communication, Acceptance, Boundaries)

give apprentices language to approach challenges with humility and responsibility, not blame.

We teach students to shift from "turning away" from frustration to "moving toward" the person, seeing their value, naming their strengths, and opening the door for honest conversation. Whether it's expressing, "I feel concerned when…" instead of "You always…", or choosing gratitude over grumbling, our goal is the same: build technicians who work as strong teammates.

Just like any tool in the shop, these leadership tools only work when you pull them out and put them to use. Handling conflict quickly, with intention and respect, keeps our teams running smoothly, and helps our students grow into the kind of leaders we believe they can be.

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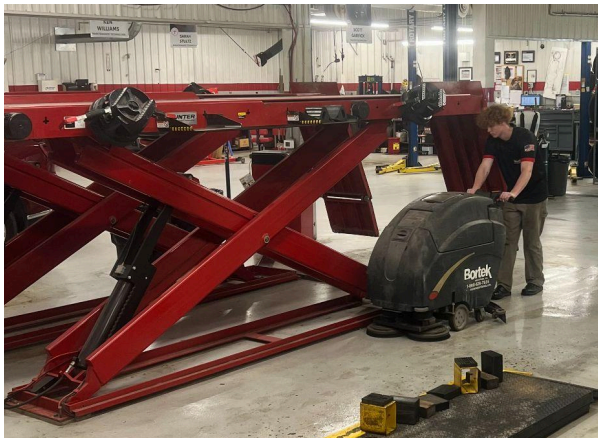
What Our Current Apprentices Are Up To



When students enter our program, they aren't just learning to turn wrenches- they are learning to become great team members and employees. Take Zach for example, cleaning the shop floor at Toyota! He knows great service doesn't just stop under the hood of a car- it means taking care of the space you work in as well. Our Apprentices are not just Technicians, they are excellent employees of Hanover Auto Team!

Farewell to Bruce!

A huge heartfelt "Good-bye" to Bruce Kidwell, a Hanover Auto Team employee of almost 12 years, as he retires. Bruce was not only an excellent Technician but also a great mentor to many, many young technicians. His tool box will now go to Tech Pathways- filled with lots of lessons and inspiration. We wish Bruce the best in his retirement!

Exciting Upcoming Dates

- **Tech Pathways Closed:** May 16 - September 2
- **Welcome to Tech Pathways Event Night:** August 28
- **First Day of Tech Pathways Pre-Apprenticeship:** September 2
- **Recruitment Visits to Schools:** September 15-19

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For any questions or further information, please contact us at futureofauto@hanoverautoteam.com.

We look forward to another fantastic year of learning and growth together!