

# A PICTURE IS WORTH A THOUSAND WORDS



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You've probably heard it said "a picture is worth a thousand words". If applied to this photograph, what might you denote from the looks on my family's faces? Have you had similar facial expressions recently? Might it reveal your thoughts about how you feel regarding current negative circumstances in your life, the election, unexpected happenings, and/or everything bad to do with the viral C-word? Or perhaps, like many, might it give away your opinion about 2020 in general?

It's been such a difficult and bizarre year; are there times where you feel like you've been living in the Twilight Zone? I have felt this way on numerous occasions. There have also been times where my heart has felt so heavy with all that has happened that I have to consciously tell myself to stop dwelling on the negative, refocus and gain a new positive outlook.

How do you do this? Have you had to do it regularly? Have you been successful?

As we are settled firmly into the month of November, it seems like the very best time to share with you how I most successfully snap out of a funk like this. It's really quite simple. But also, it is difficult. There's an oxymoron for you.

You see, it's difficult because, if I am completely honest, there are times that I just want to be in a funk. There, I said it. The bratty part of me that feels so heavy and overwhelmed just wants to stop, drop and roll around in the negative. Why? I sometimes think that because of the circumstances I deserve to have a self-consuming tantrum complete with whining, complaining, and maybe even a moment of ugly-crying, depending on the level of difficulties and heaviness I feel in that moment.

Can you relate at all? Besides being completely spent after following through with the wallowing in self-pity, how do you feel? Worse? Probably! I know that when I give into those moments, I feel worse for sure!

So what's the alternative? How can you power through the difficult, set your tantrum aside and do something better? For me, it starts with a change in my heart that comes from the most notorious word associated with the month of November: Thanksgiving. It's having an attitude of gratitude by being thankful—it's that simple.

When we feel heavy-burdened, when the happenings around us are constantly negative, when hopelessness starts to creep in, we must make a decision to stop, drop and roll—not in the negative, but in thankfulness.

Have you ever tried this recipe for heart and emotion-change?

First, we must be honest with ourselves and recognize our negative attitude. Are you a selfie taker? Great! I don't think I've ever seen the selfie of someone scowling. Have you? You could start there and the smile that you are taking a picture of in your selfie-moment might just be a great step in moving you out of the funk.

But if you are like me, completely lacking desire or any knowhow in the art of selfie-photography, then we can start elsewhere. Selfie-talk. Stop to check in with your emotions. Ask yourself, "what are you feeling?" and "why are you feeling that way?" Just get real and get it out. That's the stop.

Now for the drop. This could be a physical



drop—onto your knees, or simply a mental drop humbly into prayer. For me, the drop depends on how overwhelmed I feel. There are times I have so much heaviness that I simply have no words and I just need to drop to my knees (or my face) so that God can help me find them. He can guide me through my emotions and set my eyes on Him. There are other times that I feel heavy but not entirely so and closing my eyes and bowing my head is enough to come before the throne to seek His good way.

Finally, there is the roll. After embracing your emotions, seeking God's perspective and ways, allow yourself to roll around in gratitude. What are you thankful for—big things, little things, old things, new things, people, experiences, events, things that you take for granted or that seem insignificant, etc.? The list is long and exhaustive. The more blessings we allow ourselves to roll around in, the more our heart will start to change, the more hope will replace the heavy, and then our picture (our facial expressions) will begin to shine with goodness and positivity.

When our frowns begin to roll into smiles, we have the opportunity to impact others with our new attitude of gratitude—successfully helping them change their picture and making their "thousand words", better words.

If we move this phrase of "a picture is worth a thousand words" to the automotive industry, it's pretty incredible how this can be a game changer for motorists—especially when there are preconceived notions that some mechanics are crooked and dishonest.

I touched on the negative feelings surrounding our industry last month as I shared the importance of developing trusting relationships with your mechanic. But in taking this a step further, let's see how pictures can help.

As technology has evolved in just about every industry and area of our lives, some really brilliant people developed ways to make auto repair more transparent—with digital inspections. Seeing the importance of this technology, we began exploring the best options in the digital market years ago in order to best serve our clients as well as our business family.

In 2014, we developed a relationship with a company passionate about DVIs (Digital Vehicle Inspections). As the company has evolved, so have their abilities to best help auto shops and motorists by adding pictures and videos as well as editing options to their capabilities.

Over the years, our clients have raved about the value they receive—not just in the informative DVI report they get to see via text and email, but in the thoroughness of the report and the ability to see what our mechanics see.

How does it work? How can you best be part of the process?

I thought it might be fun if we again take the fires safety technique of stop, drop and roll and make it part of our auto repair process.

The stop is up to you. You must stop to make time for service as it's needed for maintenance or when new problems surface. You must pay attention to your vehicle for any signs or symptoms of an issue—especially when urgent ones arise that would affect yours or your family's safety. It is also essential that you understand the importance of vehicle maintenance to keep it healthy and safe. When it's time for service—either repair or maintenance, you would stop to bring it into our shop.

The drop is when you literally drop your vehicle off for service. This step is crucial to having an awesome experience. At the drop, not only do we want to know all about your vehicle and what your expectations are, we want to get to know you. It is our intent to build a relationship with you and develop a custom approach to your vehicle to best serve you. So the more we understand your life, what you do with your vehicle, your intentions with your vehicle, the better we can deliver a custom package tailored to you.

The next steps are all part of the service based on the drop. In all cases, except for an unsafe vehicle or an inoperable vehicle towed to us, our mechanic test drives your vehicle. He (at the present time we only have male mechanics) will attempt to verify any signs or symptoms relayed to him by the service advisor as well as use his knowledge and expertise to determine if there are other issues.

Depending on the reason for the visit, our mechanic will begin the DVI. This has the potential to be different for each client and vehicle depending on many factors including the reason for the visit, time since the last visit, preferences of the client, etc. For example, if the focus of the visit is for a brake problem and you have asked us to assess the brakes only, that is what we do.

However, we prefer to give you a complete understanding of your vehicle so that you can make the best informed decisions based on the overall health of your vehicle. Because of this, most vehicles that come to our shop receive what we call a "comprehensive vehicle health check" in addition to diagnosing other concerns that are brought forth at the drop.

During the digital inspection, our mechanic assesses various predetermined systems of your vehicle, takes pictures or videos of problem areas, and notates all findings.

Once this is completed, the inspection result is submitted to the service advisor. He then reads the notes from the mechanic, estimates services recommended, checks on parts availability, reviews all pictures and videos and edits them as needed with arrows and/or circles to help you quickly pinpoint and see the issue. The

service advisor then texts and/or emails the DVI report to you so that you have an opportunity to review the findings before he calls to discuss everything.

Here's where we will put the roll ... actually, I think I'll change it a little to the scroll! From any device, you will be able to scroll through the findings of the report. What will you find?

There are several sections included in the report. It begins with the client and vehicle information along with a picture of the service advisor and technician—with smiling faces of course!

The inspection detail portion is broken into four sections:

Green = Inspected & OK

Red = Requires Immediate Attention

Yellow = Needs Attention

Orange = Maintenance Due

This comprehensive vehicle health check has great value. First, the service advisor is able to best guide you in making decisions that are best for you and help you prioritize service if you are unable to do all of the recommended services during that visit for whatever reason. Second, having this record at our fingertips forever enables us to monitor the health of your vehicle as it ages. We can compare pictures and previous findings with current findings so we can monitor leaks or other problems and determine if or how they have progressed. We also have all of the info you need were you to sell the vehicle or if you need past records for other purposes such as warranty claim. Finally, it affords you the ability to see exactly what our mechanic sees and understand the issues with his findings in his own words based on his knowledge and experience.

Isn't this exciting? Can you see the value of the DVI? Would this process allow you to be more confident in your mechanic's findings and recommendations as you do your part to stop, drop, and scroll?

If you've never experienced the greatness of the DVI, we'd like to give you the opportunity to add another thing to your thankful list. We are extending an offer to you—bring this article in between now and the end of the year and receive a complementary DVI with any service along with 15% off any labor of recommended services (up to \$150). If you are already a client, you already know the benefits of the DVI as well as how grateful we are for you. So of course, you are welcome to this same offer!

As we roll out of these next weeks of 2020, a year of \_\_\_\_\_ (you fill in the blank), and into a brand new year, might we also add one more stop, drop and roll to this year? Let us stop to count our blessings, drop to thank our God, and roll around in the goodness that still is as we turn our frowns upside down and shine into the lives of others.

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