



Professional Series Pre-Course Work

*Interview your Direct Supervisor in order to answer the following questions.*

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?

*My supervisor would like me to acquire in-depth training to better serve the customer and become competitive in the market, support my team in a way that will benefit my department and become more lucrative, gain trust and confidence with our customer base to encourage a loyal customer base, and increase the customer base to progressively increase sales and team performance.*

2. What would you like me to bring back to the workplace as a result of this training?

*I would like to bring back expert knowledge and experience that will drive our service team toward success and surpass our monthly goals by operating optimally.*

3. How will what I learn in the program be shared with the rest of the team (if applicable)?

*What I bring back from this training will be delivered to our team through a series of staff meetings to boost confidence and work toward continuity of the service team.*

4. How will what I learn be integrated into day-to-day work upon return?

*Our general intent is holding a morning huddle before the work day begins to integrate knowledge gained during this training and hold our team accountable on follow-through. We also hope to effectively communicate goals and develop skills necessary to become competitive in the service market in our area.*



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5. In your role as a Direct Supervisor, what three things challenge you the most?

First, push-back from the service team regarding adapting to change seems to be the biggest challenge. Another issue can be compliance and repetition to maintain the new training. Last, maintaining productivity and achieving set goals can also be a challenge.

Self-reflect on the following question:

1. What is my purpose for attending this course?

My purpose for attending this course is to gain knowledge and expertise necessary to optimally perform as a service department manager regarding staff and factors that directly affect performance and proficiency.

Thank you for your participation! See you in the course.