



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?

To have a better understanding of the Office Manager's role and responsibilities within the organization.

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

A better understanding of the Office Manager's role and responsibilities.

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

We will be able to share the knowledge acquired with the rest of the team to better understand an Office Manager's focus and how we can best help them succeed.

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

Please see above.



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

1. Communication
2. Maintaining compliance of others with company policy
3. Employee Relations

Self-reflect on the following question:

1. What is my purpose for attending this course?

My purpose in attending this course is to increase my knowledge base and acquire new tools to help manage and lead our group of dealerships.

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