



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?

Set goal proficiency for techs.

Hold techs accountable

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

Knowledge

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

Best practices for proficiency & efficiency

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

New practices + improvement



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

- Verified
helped
- 1) Getting the whole team on the same page
 - 2) Buy in from parts/Service writers
 - 3) Work Flow Management (inconsistent work flow)

Self-reflect on the following question:

1. What is my purpose for attending this course?

Become knowledgeable with the
Financial Statement
Labor %

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