



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?

As a seasoned office manager, I am sure there are still things to learn from networking with other professionals. I'm looking forward to what you'll do with the things you learn!

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

I would like to see you bring back tools and ideas on managing tasks, streamlining reconciliation and ideas for improving timelines on month end close.

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

I would like you to take some time to digest what you've learned and then share what is appropriate with your own team as well as other managers via informal meeting groups. I would appreciate an emailed synopsis within a week of your return.

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

That's up to you! I would hope that you'll be re-energized upon returning, with a number of ideas on how to automate, streamline or update current processes as we continue to consolidate within the network.



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

As a new GM, I rely on your ability to digest and summarize information regarding the financial statement, and fixed ops in particular. I am still learning the 'back end' of the dealership, and I continue to need another set of eyes to help me to recognize when items might need attention. I am constantly attending meetings and have 3 stores to manage, so being able to communicate effectively with my management team can often be quite a challenge.

Self-reflect on the following question:

1. What is my purpose for attending this course?

My mother always told me 'if you're not learning, you're dying'. I strive to recognize my own limitations and to always remain open to learning new ways to do my job effectively and to add value to my team, my colleagues and my network.

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