



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?

-How to analyze our numbers, and manage them day to day for improvement.

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

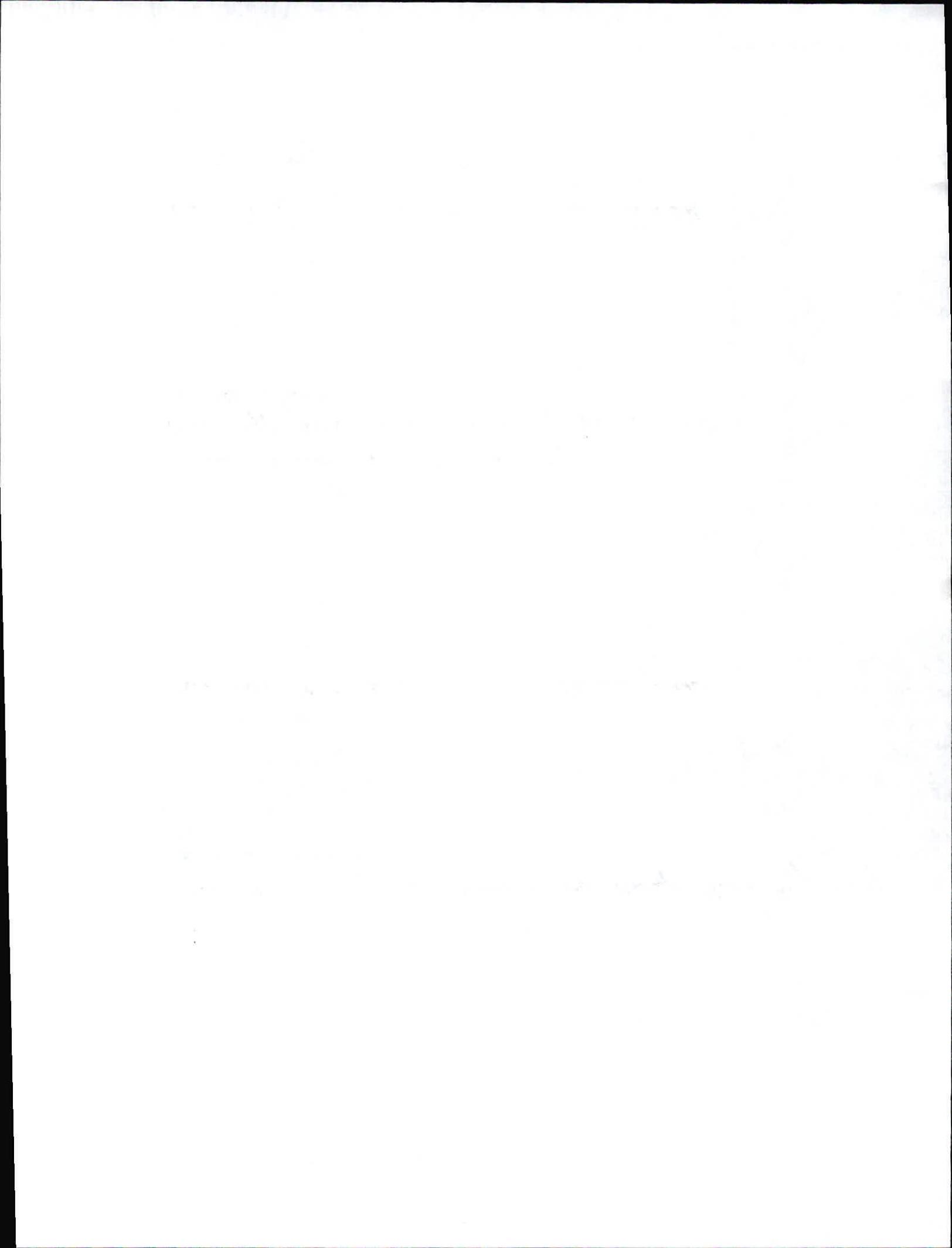
- Confidence, more knowledge & an action plan.

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

*- Summary Report in Dealer Manager Meeting.
- Share applicable action plan w/ parts and service team.*

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

*New ideas to measure and track.
setup of new aids.*





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

1. Repetitive ^{discussions} actions on same topic/issue.
2. Lack of follow up communication
3. Getting employees passionate about beneficial activities
ie. walk arounds

Self-reflect on the following question:

1. What is my purpose for attending this course?

To gain beneficial knowledge in order
to complete my role as service manager
more effectively

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

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