

Departmental Action Plan Template

Student Name: Shane Terrell

Class & Student Number: 334

Academy Week (Var II): 6

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

(Homework modules assigned)

We need to have more detailed training for our BDC Sales and Service team.

Overall Objective and Specific Desired Results:

More professional phone handling skills and better overall training for our team.

Describe your action plan in detail (be specific and include before and after measurements)

We plan to have a daily training every day at 2pm. This will be a quick 10 minute training session with a lesson and prizes involved for correct answers and great performance.

We will Role play, Listen to calls, handle objections, teach phone control, have a Soccer ball with objections to pass around, and just work with each member as needed to improve the skills of everyone involved. We currently use Kain Automotive as a training platform.

Timeline:

Describe specific short term and long term checkpoints to monitor progress

We will have a Manager round up in 15 Days to listen to 5 calls to see how our progress is going. We will continue these every 15 days. We will also monitor MOM and YOY progress of set and shown appointment ratios.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: Frankie Brian(BDC Manager) Kelly Winchell (Sales Manager) Matt Malson (GSM) Mark Turner (Sales Manager)
- b. What: Improvement in phone handling and shown ratio.
- c. By When: April 30, 2019
- d. How: Daily training Meetings- Every 15 Day Team Progress review Meetings all listed above

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:
