

Departmental Action Plan Template

Student Name:

Class & Student Number:

Academy Week (Var II):

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

(Homework modules assigned)

We currently do not have an onsite BDC

Overall Objective and Specific Desired Results:

Listening to Jennifer I think this is going to be the best way to get and maintain not only more business but have more quality for our customers.

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

I am going to hire and train a BDC. They will be trained on how to answer the phone and have word tracks. I am going to have them watch Jennifers videos

Timeline:

Describe specific short term and long term checkpoints to monitor progress this will be long term and will take a while to implement. I am thinking by end of summer 2019.

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: Janette
- b. What: Hire and train new BDC
- c. By When: End of summer
- d. How: Put an ad in

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:

I do not
