



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? To expand on the knowledge already in place and to help understand the overall picture for the whole dealership.

2. What would you like me to bring back to the workplace as a result of this training?
Confidence to change a process if necessary, or to put a new process in place if needed.
Changes in this ever changing business need the confidence to move forward.

3. How will what I learn in the program be shared with the rest of the team (if applicable)?
The knowledge gained will expand to improve our working relationships.
We are a new team of leaders and need the wisdom of learning to help in our decision making.

4. How will what I learn be integrated into day-to-day work upon return?
All knowledge improves the work flow and gives the confidence to perform.
This class will improve the understanding of how all the pieces fit together.



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5. In your role as a Direct Supervisor, what three things challenge you the most?
 1. The balance of Home vs Family vs Work.
 2. Management of Employees and Customers.
 3. Playing the line of Heart vs Head in situations.

Self-reflect on the following question:

1. What is my purpose for attending this course?

To get the knowledge to work with confidence in my choices.
To get the confidence to stand behind my choices and to make choices that are right for the dealership
To make the work flow efficient for all departments and employees.

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