



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 see if there is some opportunities were we could be doing things differently. Figure out if we are staffed correctly in comparison to other dealers of the same size. Is there an area we could make a change that would either increase efficiency , save money and/or increase profit.

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

One idea to impliment that will help with efficiency, save money or help increase profit.

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

I will be meeting with the Owner and GM after my training to discuss any new ideas and go over what areas of change I will be implementing.

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

This will depend on what idea I take away from the training and what changes I am able to implement.



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

Communication - throughout the departments

Staffing - finding qualified applicants and hiring right the first time

How to create incentive for non productive employees.

Self-reflect on the following question:

1. What is my purpose for attending this course?

To learn how I can improve in my roll as office manager. Networking with others in my position.

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