



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?

Understand & Recognize & Prioritize the day to day tasks - Learn to monitor these regularly & set goals For Technicians & Advisers

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

A plan of attack "How to chart the course"  
And a list of goals to share

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

Share the plan / vision with the team  
in a way they can contribute & follow

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

Consistently monitoring & following up with the team  
on our tasks, goals & plan



Professional Series Pre-Course Work

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

Time management  
Lack of delegation  
Staff Accountability

Self-reflect on the following question:

1. What is my purpose for attending this course?
  - To learn the service Dept more clearly
    - Sales #'s, ELR, Financial statement, Break even #'s
  - Dispatching with 2 Advisers + 6 Technicians
    - time stamp
  - No parts Adviser - service Adviser acting as Parts Adviser also

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