



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?

I would like Christine to leave this course knowing the full responsibilities of an office manager/assistant controller. With a solid understanding of our DMS system and what is required to do in the system monthly. Finally, learning some leadership skills to manage and direct staff while effectively communicating and managing with me.

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

- 1. Solutions to help us communicate issues to the entire management team.***
- 2. A skill set to effectively close month-end timely.***
- 3. A strong understanding of managing schedules.***

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

Christine will be managing the other office staff and using what she learned to assist them in becoming more effective and efficient.

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

We will be using what Christine learns to improve our accounting processes, upgrade policies, and improve overall communication between accounting and the other departments.



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5. In your role as a Direct Supervisor, what three things challenge you the most?
- 1. *Communication of accounting issues to other managers throughout the company.***
 - 2. *Managing employees: retaining staff, hiring staff, training staff, & cross-training.***
 - 3. *Controlling dealership expenses while maintaining a high level of gross profit.***

Self-reflect on the following question:

1. What is my purpose for attending this course?

to better grasp how to reduce chargebacks, effectively manage my staff, control expenses and increase the level of communication between myself, staff and upper management

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