



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?

Gain an understanding of a financial statement, and how to utilize statement to become a top level Service Manager.

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

A basic understanding of how a well run Service Dept operates.

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

Hopefully the knowledge I will gain can be used to improve the effectiveness of the dept and my ability to run the dept profitably.

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

Using the new information as a tool to improve day to day decisions and monitor progress daily.



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

Thinking outside the box.  
Challenging/motivating employees.  
Learning not to be codependent, empower employees to make decisions  
and learn from the mistakes.

Self-reflect on the following question:

1. What is my purpose for attending this course?  
Improve my ability to manage a service dept.

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