



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?
 - . How to attract and maintain clients
 - . Recapture lost clients.
 - . Increase profitability and control expense.
 - . Employee interaction, retention, and motivation

2. What would you like me to bring back to the workplace as a result of this training?
 - . Improved process to increase CSI

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

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

- . Building a Process to Implement



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

- . Employee engagement
- . Employee retention
- . Employee satisfaction

Self-reflect on the following question:

1. What is my purpose for attending this course?

- . Become a better Manager.
- . Learn how to Manage a younger generation and what motivates them.
- . Learn how to not only Manage down but up with My Direct Managers.

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