



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 improve processes and procedures to improve overall efficiency. How to capture new customers and retain ~~old~~ ^{current} customers.

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

An open mind and a new focus to put what you learn to work and be the driving force to implement change and make improvements.

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

I want to see what's learned shared in meetings and your ideas shared with techs, scheduling, writers and parts department. Hopefully some information can be shared via email and powerpoint presentations.

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

Once presented to me what's been achieved in the training, I will support you and the team in implementing ideas and changes that are deemed beneficial for the dealership. I hope to meet with you and all that went to develop a plan of action and a timeframe and path for implementation.



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

1. Implementing change and finishing the job without turning back
2. Buy in from the entire team.
3. Finding the right personnel

Self-reflect on the following question:

1. What is my purpose for attending this course?

To become better in the roles that I am assigned and to help guide others to be the best they can be as well.

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