

# Departmental Action Plan Template

Student Name: Raymond Soto

Class & Student Number: 322/44

Academy Week (Var II):

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

(Homework modules assigned)

**We need to increase our Phone-up closing ratio. Our current 90 day average closing is 15.27%. 2 years ago our average closing was 30.08%. Over the last couple of years we have slowly declined to unacceptable level.**

Overall Objective and Specific Desired Results:

**Our objective is to get our phone-up closing ratio back up to 30%.**

Describe your action plan in detail (be specific and include before and after measurements)

- 1. Use Joe Verde's training video's for training.**
  - a. Watch 1 module every Monday sales meeting.**
  - b. Throughout the week continue training the information from that module.**
  - c. Role play with every sales person every day.**
- 2. Listen with the salesperson one-on-one's sales calls using callsource.**
  - a. What did the salesperson do right?**
  - b. What could they have done better?**
  - c. What do they need to improve on?**
  - d. Role play a phone call using their new skills.**

Timeline:

Describe specific short term and long term checkpoints to monitor progress

**We are starting this Monday October 23<sup>rd</sup>. Each Friday the sales managers and myself we will review what we did right and**

**what we need to fix for the following week of training. Do we need to spend more time on last week's training or is it ok to move on to the next module.**

## Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain). Include timelines / Accountability / Monitoring process

- a. Who: Dan
- b. What: Have weekly phone training in place for week. And making sure coaching and one-on-one's are happening.
- c. By When: October 23<sup>rd</sup> and ongoing
- d. How: Using Joe Verde's Interactive Virtual Training and Callsource for training and developing.

## Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:

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