



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?
process for lane, process for dispatch/techs
Better comm with parts counter to reduce waisted time. Better comm with customer.
Focus on Bigger Picture, more profit, focus on gross/net profit /expenses.
2. What would you like me to bring back to the workplace as a result of this training?
implement new processes, for smoother transition / transaction internally and with customers,
understand goal that is trying to be accomplished.
3. How will what I learn in the program be shared with the rest of the team (if applicable)?
weekly meetings held with all department heads
to discuss proper processes for better communication,
Better ~~com~~ transition.
4. How will what I learn be integrated into day-to-day work upon return?
take notes, listen, take ownership of what I learn
and use it to my daily advantage / process.



Professional Series Pre-Course Work

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

- financial statement/ expenses
- holding people accountable.
- gross/net profit income.

Self-reflect on the following question:

1. What is my purpose for attending this course?

to better my self/role and help grow myself/company.

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