

Departmental Action Plan Template

Student Name: Donald Paparella

Class & Student Number: M322

Academy Week (Var II): Nov 6, 2017

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

(Homework modules assigned)

every sales person uses their own word tracks instead of a uniform measurable process.

Overall Objective and Specific Desired Results:

More appointments, better show ratio, loading salespeople with knowledge and options of what to really say, and that is power

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

Have these printed up, have salespeople use them during calls, then turn in to me and we walk thru it together

Timeline:

Describe specific short term and long term checkpoints to monitor progress

New sales people, right away improvement, more seasoned, a little longer, goals to attain, appointments 1 of 2 calls

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: GSM Brandon
- b. What: get out of office and help
- c. By When: right now
- d. How: making it uncomfortable for him at his desk, get him out of his comfort zone

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:

My store, not needed
