

## HOMEWORK ACTION PLAN

S SPECIFIC   
 M MEASURABLE   
 A ACHIEVABLE   
 R RELEVANT   
 T TIME-BOUND

Name <u>JACY POUL</u>	Class	# <u>379</u>
Dealership <u>Priority Honda Chesapeake</u>	Date	<u>1/1/2021</u>

Current Situation or Challenge to be Addressed:	Sales Managers do not understand what is needed in a sales meeting. nothing is prepared in advance; everything is from the hip		
Current Performance Level (include specific measure):	Sales meetings are unproductive and unorganized, and no one is planning what to discuss in advance. No takeaways or motivation offered. On a scale of 1-5, the current sessions are a 1		
Goal (what do you want to achieve?)	We need planned meetings, including Motivation- Recognition- CSI- Spiffs and Bonuses. I want the sales team to come out of the meetings ready to take on whatever comes their way.		
Goal Performance Level (include specific measure)	Positive Attitudes - Honda Training Completed- CSI above zone consistently -Phone and Objection Training more uniform. To come out of this Chip Pandemic better prepared to overcome objections. Happier Sales team		
Goal Start Date:	10/1/2021	Goal End Date:	2/2/2022
First Check-in Date:	10/27/2021	Performance Objective:	Everyone will have had a chance to complete their first meeting. We will score each other on a 1-5 point system and discuss the good and bad of the meetings in a roundtable like Discussions.
Second Check-in Date:	11/24/2021	Performance Objective:	Continued Traing- Weekly reviews
Third Check-in Date:	12/29/2021	Performance Objective:	Should have no problem giving sales meeting with Agenda & Motivation. Looking for high scores
Fourth Check-in Date:	1/26/2022	Performance Objective:	Able to give a 5 meeting

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How does your goal align with the dealers' vision?	Trained managers will allow us to promote from within and purchase more stores
What are the potential benefits of achieving your goal?	Training the managers to have clear-cut agendas with a motivating message will achieve our goal of a happy and informed sales team. This will create a better work environment and HELP retain Sales people.
What are the potential consequences if you don't achieve your goal?	Continued high turnover- completely unmotivated sales teams - customers never returning to purchase second and third vehicles. Managers are stuck in the pipeline and never promoted. Extra expense for recruiting and training sales associates.
Why is the goal important to you?	Happier - Trained Sales staff. Less turn over and loss of productivity. We can actually work on better selling techniques not always having rookies on our sales staff.
Potential Obstacles	Change is difficult older staff not willing to see the big picture. Not everyone can speak well in public.
Potential Solutions	Stay with your vision repeat the goals and preferred outcome. Recognition is something we all like
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	Less turn over with better prepared sales team. Happy employees and customers leading to less turnover saving time spent training and recruiting. \$1,800,000.00 potential earnings.

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve? For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Meetings held same time and day of each week	Create a Schedule with meeting times posted	New & Used Sales Managers and Sales Teams	Sales teams and managers having a structured meeting weekly	8:30 am every Tuesday Morning starting Oct 5th
I will give the managers an outline of how to	NADA Scoring Sheets pg 81 & 82	Denise, will present the first meeting, We will	I'm sure we will need to improve but we will	8:30 am Tuesday October 12th

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conduct a proper meeting pages 83 & 84 NADA workbook	out of workbook	discuss the meeting afterwards as a management group using the scoring pages 81 &82	discuss as a group the good and bad things we witnessed	
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Same as above	Same as above	Kris, will present the first meeting, We will discuss the meeting afterwards as a management group using the scoring pages 81 &82	Same as Above	8:30 am Tuesday October 19th
Same as Above	Same as Above	Stacy, will present the first meeting, We will discuss the meeting afterwards as a management group using the scoring pages 81 &82	Same as Above	8:30am Tuesday October 26th
Same as Above	Same As Above	Freddy, will present the first meeting, We will discuss the meeting afterwards as a management group using the scoring pages 81 &82	Same as Above	8:30 am Tuesday November 2nd

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Go over everyones meeting and do a recap on all the different styles and discussions	Talley up the meeting scores and introducing a contest for round two of meetings	I will go over a contest for the second round of meetings We will schedule each manager to attend Dale Carnegie Acadamy to help them with public speaking	Better meetings with positive - infomative and energetic messages	8:00 Meeting to explain how far we have come. Scheduling managers for their second meetings and repeating the process

As you work toward your goal, it’s important to have interim check points with specific, measurable objectives so your team can hold themselves accountable. If everyone knows the goal and objectives, you don’t have to spend your valuable time micromanaging.

Once you’ve accomplished your goal, added or adjusted policies, procedures, and behaviors, now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

We will pay for each manager to attend Dale carnegie Acadamy. I will also attend every meeting to ensure we don't backslide Every 5 weeks I will hold a meeting and allow the team to rate my prformance aswell

Describe any planning or implementation meetings conducted as part of development of your plan.

In planning for these meetings, we will watch all three meetings we held throughout our NADA Class. We will look at pages 83 and 84 in the academy workbook so the managers will see notes on having effective sale meetings. I will show information on how to hold an effective and motivating sales meeting on google and share the importance of learning how to make meetings fun and informative.

Sponsor Signature: \_\_\_\_\_