



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?

I want you to learn how to assess deficient areas within the service department and develop the skills required to manage a team of people that can work together.

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

Ideas and concepts that can be put into immediate practice to help increase profitability in fixed ops and shop productivity.

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

You will meet with ownership and management to review the topics covered at class to prioritize the importance and timeliness to implement any changes. We will task you with communicating and overseeing these processes with the appropriate personnel involved.

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

We expect to address the most fixable issues promptly. You will collaborate with management to strategize what adjustments can be made as the issues come up.



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

1. Current changes in the industry (Covid, Inventory + EV models).
2. Young/skilled technicians.
3. Efficiencies.

Self-reflect on the following question:

1. What is my purpose for attending this course?

I want learn all aspects of the dealership service department in hopes of advancing my dealership career.

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