



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?

- New vision of how service department can be organized
- Clear understanding of service manager's role
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2. What would you like me to bring back to the workplace as a result of this training?

3 take aways to improve efficiency, productivity and customer communication

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

Report during manager's meeting & staff meeting with service advisors

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

Ability to communicate better and implement changes to department as warranted.



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

- Stuck in "the way we've always done things"
- Identify areas of responsibility that are not being managed/monitored
- Employee engagement opportunities/ideas

Self-reflect on the following question:

1. What is my purpose for attending this course?

Improve My Management Skills

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