

Departmental Action Plan Template

Student Name: Chad Shoeman

Class & Student Number: N325-30

Academy Week (Var II):

Current situation or challenge:

My current challenge is having consistent, “productive” sales meetings. We currently have an 8:30 meeting everyday but they are not structured at all. It is more of just a get together meeting at the sales desk to talk, find out what happened last night and what’s for breakfast. When I did the Sales meeting Self-Evaluation it showed that we need to really focus on these meetings. There is no substance to the meetings. We also “try” to have a weekly more structured meeting on Friday’s but we fail at it half of the time as well.

Overall Objective and Specific Desired Results:

The objective is to have a productive sales meetings and weekly trainings using the Teach, Demonstrate and Apply method that I was introduced to in the class. The result of this will be short, specific and productive sales meetings every day with the team. Followed up by a planned training meeting once a week.

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

My action plan is to first teach my management team what I learned in the class. I will start with having them individually fill out the Sales Meeting Self-Evaluation form. I need to see what they think of the sales meetings that take place now in the dealership. Then I will instruct them on the T.D.A method. Introduce them to Kahoot and go over the teaching skills chart I was given in class as a guide for them.

I have already cleaned and organized our training room. I am also in process of hanging a tv on the wall, getting an easel with some markers and cleaning the giant white board that is already in the room. As of now I know that no real effective meetings are happening so I should be able to see and hear results from the staff in the store in a short period of time. I have shared the importance of these training's and meetings with all the managers and what they mean to our associates. We are all a team at the end of the day and they look up to us for guidance. We all know what to do. Let's show them how to do.

Timeline:

Launch daily meeting and weekly training expectations with management team in the month of January 2018.

Management team will have a monthly training schedule on a calendar and in place by the end of January 2018.

The T.D.A method meetings will start the 1st of February 2018. Every morning they will use the new process to have a 10-15 minute well executed meeting with full engagement and involvement of the team members. Weekly well planned out training will start the 2nd of February and continue for the future on Fridays as well.

Meeting with all the managers has taken place already. We discussed how the process is going to take place. If someone is late to meeting we discussed taking that person off of spiffs for the week. We also discussed the importance of the meeting time. 10-15 minutes every day. All the managers understand the new direction of these meetings. I will be monitoring them and holding them accountable to insure they host a quality meeting with substance and that they are done every day. We also met with the entire sales staff to inform them of the new and improved training coming soon. (February 2018) We also discussed as a team to possibly getting Jennifer Suzuki out to the

store to do some phone training in the future. All the managers understand that this new process is mandatory and is part of the vision of the store moving forward.

*Presented to sponsor. Was happy to see some new direction. I need to hold the managers accountable to make it happen and make sure it continues to happen. It will become a natural process in the store. My goal is to also get service and parts on a more structured meeting daily as well.
