



## 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 Jeff to learn proper parts inventory control and be able to teach it to his subordinates. I want him to learn how to build and train a total team for success and to fully understand all the different areas a parts department affects our total operations.

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

I would like him to bring back a plan to build a better customer service and sales culture to his departments.

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

You will be able to share KPI's and new ideas with your staff to help them understand our vision and to get them excited to be a part of it.

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

What you learn will be integrated into day-to-day work by holding more huddles and spending 1 on 1 time with your managers.



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

In regards to parts, the three things that challenge me the most are...

- a. Misunderstanding of what role parts plays in helping us close out jobs as fast as possible in the shop. (lack of urgency)
- b. Historical lack of training and proper mentorship for our employees.
- c. Lack of sales culture in terms of phone skills or customer service skills. Historically no desire to go above and beyond for customers.

Self-reflect on the following question:

1. What is my purpose for attending this course?

Some of what I am wanting to learn from this program is, better understanding of Inventory controls, KPI's and better ways to motivate my parts managers.

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