



MONDAY

What is one thing you will do differently as a result of what you learned in this section?

I will share the Dealer Principal Monthly Calendar with the General Manager of Zeigler Ford Elkhart to help create his daily, weekly and monthly schedule, routines and checks.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

There are many benefits to implementing this calendar. He will become more consistent in his routines to create a flow to being engaged in all departments. It gives him the ability to spot check all of the critical aspects that make or break the dealership. This is a fantastic 1-page sheet that simplifies the process. The consequences are too many to list.

What might be obstacles or barriers to implementation back at the job?

A few of the obstacles could be time management, prioritization, daily interruptions, laziness, fear of discovery, becoming overwhelmed, lack of leadership skills, lack of knowledge in a particular department or lack of current processes.

What are a few things you can do to overcome these obstacles or barriers?

Here are a few ways I will help the GM overcome these obstacles. Build value in the checklist by discussing it together. Start with the items that are most important to him and prioritize them together. We will begin with that list as now there is shared ownership. We will build these into his daily, weekly and monthly calendar and walk through any concerns.

List the steps you will take to implement the things you will do differently:

We will have a 15-minute weekly recap to discuss the items he completed during the week. We will walk through any concerns, objections, or discoveries together and create action plans from these items. As he becomes more comfortable and confident with his flow, we will add in additional items from the list, one at a time based on his priorities.

We will work to see who could be empowered to help complete some of the lower prioritized items to develop key people on the team. This would help keep him from becoming overwhelmed and allow him to teach, grow and drive employee engagement.

Start date: August 1, 2022

Completion date: August 31, 2022