



HOMEWORK ACTION PLAN

S SPECIFIC
 M MEASURABLE
 A ACHIEVABLE
 R RELEVANT
 T TIME-BOUND

Name <u>Essa Fakhoury</u>	Class # <u>NADA SEMINAR 17</u>
Dealership <u>Kings CJD</u>	Date <u>7/24/2023</u>

Current Situation or Challenge to be Addressed:	Employees Performance		
Current Performance Level (include specific measure):	Lowest Performers		
Goal (what do you want to achieve?)	To enhance performance of 5 sales in all aspects (Communication, efficiency, accuracy and cross communication within the dealership)		
Goal Performance Level (include specific measure)	From selling 5 cars a month to 10 cars a month.		
Goal Start Date:	7/24/2023	Goal End Date:	1/1/2024
First Check-in Date:	8/24/2023	Performance Objective:	Discuss and clarify the performance.
Second Check-in Date:	9/24/2023	Performance Objective:	Release the hidden talent and skills.
Third Check-in Date:	10/24/2023	Performance Objective:	Full responsibility of their actions.
Fourth Check-in Date:	11/24/2023	Performance Objective:	Recognition.
How does your goal align with the dealers' vision?	To create an internal environment where individuals feel motivated to get more knowledge and solid experience and skills that best serve the customers.		
What are the potential benefits of achieving your goal?	To motivate the staff to continually grow and achieve their individual and dealer goals and to enhance communication skills and employee engagement in order to have a stronger bottom line and qualified staff for future opening management level, Improve employee retention and maximizing our profit.		
What are the potential consequences if you	Not achieving end of quarter goals on the topic of sales and profit.		

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don't achieve your goal?	
Why is the goal important to you?	When I level up my team it will help me achieve my leadership goals , I will be comfortable delegating more tasks.
Potential Obstacles	Refuse of advice, Distractions during the day and not able to meet the sited timeline.
Potential Solutions	10-15 Minutes meetings and to show them that their feedback matters.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Increase gross profit (front) by 10K monthly and 7500 backend to each sales person.

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve? For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Attitude observation	Pull any relvant reports or data to be reviewed by the team prior the first meeting.	All the team, Sales people and managers.	Empower the employee with the needed skills and knowledge.	To start in July in order to measure the improvement in the last quarter.
One to one meeting	List of needed and available training courses.	All the team, Sales people and managers.	To discuss program with the employee and to ask what training is needed for each one.	Sep 1, 2023
Shadowing	Time	All the team, Sales people and managers.	To transfer the experience from one to another and to be able to address the strength and weaknesses.	Oct 1,2023

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Feedback meeting	Meeting area	All the team, Sales people and managers.	To get the employee engaged in the program and to feel appreciated and listened.	Nov 1,2023
Recognition accomplishment	Sales meetings	All the team, Sales people and managers.	To check the progress of the employees.	Dec 1,2023
Click or tap here to enter text.	Click or tap here to enter text.	All the team, Sales people and managers.	To thank the employees for putting extra effort and to encourage them for the future.	Jan 1,2024
Click or tap here to enter text.	Click or tap here to enter text.	All the team, Sales people and managers.	Click or tap here to enter text.	Click or tap here to enter text.

As you work toward your goal, it’s important to have interim check points with specific, measurable objectives so your team can hold themselves accountable. If everyone knows the goal and objectives, you don’t have to spend your valuable time micromanaging.

Once you’ve accomplished your goal, added or adjusted policies, procedures, and behaviors, now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

The main point of employee empowerment is giving the employees the power and responsibility for taking decisions and actions, They will be self-controlled and directed to do the best. In addition of the feedback and individual meetings and the acknowledgements the staff should feel motivated to give more and stay on track.

Describe any planning or implementation meetings conducted as part of development of your plan.

One to one sales meeting conducted on weekly basis.



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Sponsor Signature: _____