

Departmental Action Plan

Student Name: Tyler Wright

Class & Student Number: n331-26

Academy Week: 4 Used Cars/Marketing

Current situation or challenge you want to address:

Turnover among all dealership personal. Most notably sales associates

Overall Objective and Specific Desired Results:

Retain more employees/managers for longer suration. Spend less time and reosurees training employees

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

Establish training program

-establish set guideline to give to new employees

-train new sales people away from showroom

-having a training outline on paper to make it easier for both the trainers and new employees

-work with all dealership managers to determine training courses

Timeline: Describe specific short term and long term checkpoints to monitor progress

Week 1- having training program on paper

Week 2- define job roles for training managers

Week 3- institute new training program for all new hires

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. Who: sales manager
- b. What: supply adequate training programs
- c. By When: end of year
- d. How: implement training and programs for our associates to have the necessary skills and experience

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:

Bob Wright
