

GET THE MOST OUT OF YOUR MEETINGS

- ✓ Use this planner to conduct short meetings each month using material from Consultant magazine.
- ✓ All you need to say and do is right here.
- ✓ Meeting times are short.
- ✓ Lessons are designed to improve performance and results of your Consultants.

Article & Page	Activity	Manager's Script
<p>Co-Workers Page 4</p> <p>Approx. 10 min.</p>	<p>Opener/Energizer. An energizer helps loosen people up and gets them thinking about the material and its practical application within the dealership, particularly to their job.</p> <p>This exercise is designed to get your people to open up and talk about the kinds of things that make for good co-workers.</p>	<p>In the <u>Co-Workers</u> article the author writes about five things a person can do to be a good co-worker and someone who adds to the team. Tell me:</p> <ol style="list-style-type: none"> 1. Which of the suggestions is best and why? 2. Which is weakest and why? 3. What would you add as a step to being a great co-worker
<p>Be Very Clear Page 5</p> <p>Approx. 15 min.</p>	<p>This article has to do with speaking and writing with a mind toward the customer being able to understand what is being said.</p> <p>If an employee asks if they can go home early and your response is, "I'll tell you soon." You are allowing assumptions which in turn make all the harder.</p>	<p>In the article, <u>Be Very Clear</u>, the author writes about how we must reject ambiguity in the language we use. Ambiguous language is confusing and often lets people make decisions outside of the facts, i.e. <i>soon</i> to the customer means 5 min but 5 hours to the consultant. Give me an example of ambiguous words that are about SPEED — TIME — QUALITY — SATISFACTION</p>
<p>All</p> <p>Approx. 5 min.</p>	<p>Wrap Up — The objective is to have your consultants provide feedback about information they found relevant and helpful in the magazine that was not covered in the meeting.</p> <p>Tip: <i>Do not adjourn without a response to this question.</i></p> <p>Tip: <i>Another objective is to set the stage for next month's meeting. Consultants will prepare to answer the questions you may ask. This is a way to hold them accountable for reading the magazine.</i></p>	<p>We have talked about:</p> <ul style="list-style-type: none"> • Co-Workers • Be Very Clear <p>In addition to these subjects, what other one article or bit of information stands out for you in this month's <u>Consultant</u> magazine?</p>