

# PARTS Manager Meeting Planner

This meeting planner is a tool that you can use to expand your training by using information from this month's *Consultant* magazine.

Article & Page	Activity	Manager's Script
<b>Persistence Pays</b> Page 4  Approx. 10 min.	<p><b>Opener/Energizer.</b> 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 article can be used to encourage your staff to revisit and re-energize a too soon abandoned good idea. Your objective is to get your staff to commit to resurrecting a promising idea.</p>	<p>In the article <u>Persistence Pays</u>, the author reviews the book, <i>Make Your Bed</i> in which the author William H. MacRaven encourages his readers to persevere.</p> <ol style="list-style-type: none"> <li>1. In that context I'd like you to tell me what initiatives we have developed but abandoned too soon.</li> <li>2. What went wrong? Why did the idea lose energy?</li> <li>3. What could we do to breathe life back into the idea or program?</li> <li>4. What do leaders here need to do to ensure the idea does not fail or wither on the vine?</li> </ol>
<b>Wiper Challenge</b> Pages 8 & 9  Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand the wiper challenge.</p> <p>You will want to explain the incentive and discuss how your store can capture enough sales to warrant a win for everyone.</p> <p>Part of your objective will be to listen to your consultants about what they feel they need to support the effort.</p>	<p>In the article <u>The Wiper Challenge</u>, the author announces a contest whereby everyone in Fixed Operations can share in the winnings. You have read the article and hopefully viewed the video. I would like to talk about what we can do to help you help us – win! Please tell me:</p> <ol style="list-style-type: none"> <li>1. Tell me one thing that we can do to help you sell wipers in the Service Lane or at the Parts Counter.</li> <li>2. What is our strongest POP strategy or device and how do you use it?</li> <li>3. What else can we do to increase wiper sales in the month of March?</li> </ol>
<b>All</b>  Approx. 5 min.	<p><b>Wrap Up</b> — 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><b>Tip:</b> <i>Do not adjourn without a response to this question. (You may need to offer your own answer and then ask what each person thinks about it.)</i></p> <p><b>Tip:</b> <i>Another objective of this activity 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"> <li>• Persistence Pays</li> <li>• Wiper Challenge</li> </ul> <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>