

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
Preparation Page 2 Approx. 10 min.	<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>The objective of this exercise is to get your consultants to identify weaknesses in the way they prepare to execute their job responsibilities.</p> <p>You must be open to critical feedback and recommendations for making changes that will make a difference.</p>	<p>In the article on preparation on page 2 of Consultant, the author writes about the advantages associated with careful preparation prior to the customer's arrival. The idea is to make intake a transparent process for customers.</p> <p>Please tell me where our strengths and weaknesses are and offer suggestions for positive change:</p> <ul style="list-style-type: none"> • Collect usable customer history • Evaluate data already given (scheduler, BDC etc.) • How to ensure the BDC and other call takers get good actionable and accurate information. • Other aspects of preparing for the customer that need our attention.
Initiative Page 6 Approx. 15 min.	<p>The objective of this exercise is to get your participants to discuss the value of working with initiative.</p> <p>Start by explain the value of initiative to you as a leader. Be prepared to make clear that initiative is a valued asset in a worker.</p> <p>Be prepared to share some stories about initiative from your own experience as having it or as having benefited from it.</p>	<p>In the article Initiative, the author writes about the value of initiative. It is defined as taking action that is in the best interests of the business, the boss, a co-worker, or customer without being asked. Please tell me:</p> <ol style="list-style-type: none"> 1. Let me tell you what it means to me for a consultant to show initiative. (Explain the value) 2. What does it mean to take initiative on behalf of the customer. How are some ways you show them initiative? 3. What does it mean to take initiative on behalf of a co-worker. How are some ways your initiative has helped them?
All Approx. 5 min.	<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. (You may need to offer your own answer and then ask what each person thinks about it.)</i></p> <p>Tip: <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"> • Preparation • Initiative <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>