

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>Staying Calm 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>It can be very difficult for consultants to remain composed in the face of criticisms delivered by an angry customer. This is especially true when the criticism is about someone else's error, or the customer is casting aspersions that are not truthful.</p>	<p>In <u>Staying Calm</u>, the author writes about the challenge we all face from time to time when a customer is angry and disappointed, and they act out. The last two recommendations, Don't Take it Personally and Don't Surrender Your Inner Piece need to be fleshed out. Please tell me which points for each recommendation made can be implemented the right way now and what suggestions would you have to add as best practices?</p> <ol style="list-style-type: none"> 1. How do you ease your customer's concerns? 2. How do you set healthy boundaries? 3. What do you do to ensure you do not lose your temper?
<p>Quarter Time Page 7</p> <p>Approx. 15 min.</p>	<p>This article explains the objectives of a strategy (Quarter Time) that is central to improving the sale of parts and labor.</p> <p>Start by emphasizing the need to focus on time as a way to improve efficiencies, the customer's experience, and sales. Time must be held as a resource that is not wasted.</p>	<p>In the article, <u>Quarter Time</u>, the author writes about how it is an effective strategy for improving the customer's experience and increasing the sale of parts and labor. Please tell me:</p> <ol style="list-style-type: none"> 1. What is Quarter Time? What is the objective? 2. What about our current processes work to help achieve quarter time? 3. What is our primary impediment to QT and how should we solve it? 4. What change is necessary to ensure it works here?
<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"> • Staying Calm • Quarter Time <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>