

# SERVICE 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>Bad Day Turnarounds</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 exercise is designed to get your participants to think about what they can do for themselves and for each other when they are having a bad day.</p> <p>The key is to focus the discussion on what works rather than allowing the discussion to degrade by sharing difficult stores and/or circumstances.</p>	<p>In the article <i>Bad Day Turnarounds</i>, the author writes about how everyone is subject to circumstances that can adversely affect our day. Sometimes it's something that has happened in our home life, while in other instances it is the workplace itself that has adversely affected our thinking and feelings.</p> <p>I'd like to hear what you do to turn things around for either yourself or your co-workers. Share some of your best practices and please tell me:</p> <ol style="list-style-type: none"> <li>1. How do you keep difficult circumstances in your personal life from adversely affecting your experience at work?</li> <li>2. When a customer has caused some difficulty, what do you do to get past it?</li> </ol>
<b>Overselling Shows Disrespect</b> Page 10  Approx. 15 min.	<p>This is a discussion that is designed to get your consultants to address the message inconsistencies that might exist in your dealership that your customer may take exception with.</p> <p>The key is to allow your employees to discuss the areas where the customer is hearing a different message from the manufacturer and the dealership.</p> <p>The objective is to identify where there may be issues. You do not need to decide how to fix the issues that may arise — but rather spend time getting to understand what may need fixing.</p>	<p>In the article <i>Points of Defection</i>, the author writes about an over-assertive consultant who is pushing vehicle maintenance ahead of schedule. In one case he is recommending a service that is 60,000 miles out.</p> <p>I would like to discuss where we may have some issues with our customer messaging that is incorrect or inconsistent with GM's data. When this is the case, we run the risk of scaring off customers who are in the know or angering customers who bought an unnecessary service only to find out later.</p> <ol style="list-style-type: none"> <li>1. Where does our verbal messaging differ from GM's?</li> <li>2. Where does our printed messaging differ from GM's?</li> <li>3. If you were confronted, how would you explain the difference?</li> <li>4. Is there anything we should change immediately?</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>• Bad Day Turnarounds</li> <li>• Overselling Shows Disrespect</li> </ul> <p>In addition to these subjects, what other one article or bit of information stands out for you in this month's <i>Consultant</i> magazine?</p>