

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
A Better Work Experience Page 6 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>This exercise is designed to get your participants to think about and evaluate the way they support each other through some of the more difficult times and circumstances on the job.</p> <p>CAUTION: This exercise must be carefully facilitated so that the event does not end up in a gripe session.</p>	<p>In the article <i>A Better Work Experience</i>, the author writes about the advantages associated with a work group that supports each other through challenging times. I'd like to discuss our strengths and needs in this regard.</p> <ol style="list-style-type: none"> 1. Are we courteous enough to each other through the workday? Do you hear please and thank you as often as you believe you should? 2. When we get busy what are our strengths and what could we do to better support each other through these kinds of challenging times? 3. Tell me one thing that we could do that would make this a more positive place to work.
Alternatives to "No" Page 15 Approx. 15 min.	<p>This is a discussion that is designed to get your consultants to understand the advantages associated with avoiding using the word, "No."</p> <p>The author offers four important points to consider as it pertains the subject.</p> <p>Challenge each participant to discuss and brainstorm each point to the purpose of avoiding "No" and creating a better overall experience for the customer.</p> <p>Each participant should be given a copy of the article to reference during the exercise.</p>	<p>In the article <i>Alternatives to "No,"</i> the author writes about the wisdom of avoiding telling your customer "No" so as to make a difference in service and to keep the customer. Tell me how we can (or how we already do) implement the following practices:</p> <p>Present Alternatives</p> <p>Prepare</p> <p>Empathy</p> <p>Simple Substitution</p>
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"> • A Better Work Experience • Alternatives to "No" <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>