

# 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>Kindness</b> Page 2  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>The article illustrates the compounding of kindness. Despite not living in or near the town the dealership took ownership of the customer's problems and provided a solution that was consistent with their needs — namely transportation that worked.</p>	<p>In the article <u>Kindness</u>, the author writes about how a couple that was traveling found themselves with a car that failed and needed repair that they did not have time for. The Service Department teamed with sales to get the broken car sold and get them into one that worked so they could continue their trip. This was not done for substantial gain but because it was built into the character of the business.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> <li>1. What kind of stories like this one do you remember happening here?</li> <li>2. What is best example of kindness that you have ever shared with a customer?</li> </ol>
<b>Student</b> Pages 8 & 9  Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand the importance of lifelong learning.</p> <p>Your objective is get your participants to understand the value of continued engagement in learning and how to best do their jobs and meet their responsibilities.</p> <p>Part of your objective should be to tie learning into earning and to help people see how learning can insulate employees from unemployment and ready them for new responsibilities and improved income.</p>	<p>In the article <u>Student</u>, the author writes about the importance of making a commitment to lifelong learning. One learns to prepare themselves for change and opportunity. Please tell me:</p> <ol style="list-style-type: none"> <li>1. About a time when learning made it possible to increase your earnings.</li> <li>2. About a time when learning made it possible to advance in your career.</li> <li>3. About a time when learning made it possible to adapt to change.</li> </ol> <p>NOTE: Make a list of the answers to each question and think about turning the list into a poster that serves to remind people about the value of learning.</p>
<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>• Kindness</li> <li>• The Value of Lifelong Learning</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>