

## 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
<b>Good Teams Mesh Well</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>The objective of this exercise is to engage with your staff to the purpose of discussing what could be done to strengthen your department and/or Fixed Operations Team.</p>	<p>In the article <u>Good Teams Mesh Well</u>, the author makes the case that great results are largely dependent on great teamwork. We have a strong team here but we know there is an unlimited capacity to improve anything. Please tell me:</p> <ol style="list-style-type: none"> <li>1. Two things that we could do to strengthen relationships and teamwork within our Fixed Operations Departments.</li> <li>2. Which department within the dealership do we have the most difficulty with? Tell me one thing that would serve to make that better.</li> </ol>
<b>What Would You Do</b>  Page 11  Approx. 15 min.	<p>The objective of this exercise is to engage your consultant team in a serious discussion about the best way to deal with a problem that is the subject of the article.</p> <p>Ensure each participant has a copy of the article and that they have read it thoroughly.</p>	<p>In the article <u>What Would You Do</u>, the author writes about how Dale Halbeisen, a Service Consultant at Henna Chevrolet in Austin, Texas confronted a problem one of his customers recently shared. You have read the article so please tell me:</p> <ol style="list-style-type: none"> <li>1. What did you like about how he decided to proceed?</li> <li>2. What could he have done better and how?</li> <li>3. Name one other type of service lane challenge you think we need to develop strategies around.</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>• Good Teams Mesh Well</li> <li>• What Would You Do</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>