

PARTS 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
<p>Wrong But Right 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>This exercise is designed to get your participants to discuss the best ways to deal with circumstances where the customer is wrong but there is a need to solve a problem.</p> <p>It is critical that consultants understand that the key to this challenge is to focus on problem resolution rather than assigning or deflecting blame.</p>	<p>In the article <i>Wrong But Right</i>, the author writes about the challenge of dealing with customers who are clearly wrong but need to have a particular problem or set of problems resolved.</p> <p>Considering the four recommendations outlined in the article, please answer the following questions:</p> <ol style="list-style-type: none"> 1. Which of the recommendations do you think is the most difficult to follow and why? 2. Which of the recommendations is best and why? 3. What steps have you found to be most effective when dealing with a customer who is wrong but nonetheless has a problem that must be solved? <p>The article ends with the point that the focus has to be on problem resolution rather than blame. What do you think is most important to making that happen?</p>
<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. (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"> • Wrong But Right <p>In addition to this subject, what other one article or bit of information stands out for you in this month's <i>Consultant</i> magazine?</p>