

# 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
<p><b>Wrong But Right</b> Page 4</p> <p>Approx. 10 min.</p>	<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 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"> <li>1. Which of the recommendations do you think is the most difficult to follow and why?</li> <li>2. Which of the recommendations is best and why?</li> <li>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?</li> </ol> <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><b>All</b></p> <p>Approx. 5 min.</p>	<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>• Wrong But Right</li> </ul> <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>