# CONSULTANT PARTS and SERVICE Manager Meeting Planner August 2022

# 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 |
|---|---|---|
| **Observations to Succeed**<br>Page 2<br><br>Approx.<br>10 min. | **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.<br>The objective of this exercise is to engage your consultants in a discussion about how your operation compares to the standards of care in Corky's column. | In the article Observations to Succeed, Corky Brabbs shared a service recovery story about his cell phone company. The lessons Corky learned from that experience are listed late in the article. Please tell me:<br>1. Which of the six items listed in the article are strengths of yours and how have they helped you?<br>2. Which of the items listed in the article represent an opportunity for personal growth? How will you turn the need into a strength? |
| **Be a Communicator**<br>Pages 6<br><br>Approx.<br>15 min. | The objective of this exercise is to encourage your consultants to assess their personal communication style against the standards listed in the article.<br>Communication is an ongoing challenge requiring constant effort and creative innovation. Be sure everyone has a copy of the article to refer to. | In the article Be A Communicator, the author lists five important considerations. I'd like to get your feedback on the following questions:<br>1. What is your best listening strategy?<br>2. One strategy for ensuring clarity in what you say.<br>3. How do you ensure that you are not talking too much to be a good listener?<br>4. Empathy is about engaging with feelings. What have you found to be the predominant feeling that customers have? How do you respond?<br>5. What non-verbal expressions help you understand what your customer is feeling? |
| **All**<br><br>Approx.<br>5 min. | **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.<br>**Tip:** *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.)*<br>**Tip:** *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.* | We have talked about:<br>• Observations to Succeed<br>• Be A Communicator<br>In addition to these subjects, what other one article or bit of information stands out for you in this month's Consultant magazine? |