

## 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
<p><b>Up-Front Contracts</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>Here you will lead a discussion on the concept of up-front contracts which is designed to help people through difficult circumstances. Be sure each participant has read the article and/or has a copy. You can add to the exercise if you have a specific problem to solve.</p> <p>Use the dialogue in the adjacent cell to further the discussion.</p>	<p>In the article <u>Up-Front Contracts</u>, the author writes how the purpose of an up-front contract is to establish how to work through a problem in advance of its occurrence.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> <li>1. Which of the examples in the article should we adopt?</li> <li>2. What effect will an agreement to call out ambiguous communication between co-workers or between a consultant and management have in this business.</li> <li>3. A customer is angry, and you need him to calm down long enough for you to explain how his problem will be solved. Make a contract.</li> </ol> <p><i>“Mr. Evans, if you’ll give me the opportunity to ask a few questions, I’ll commit myself to solving this problem to your complete satisfaction”</i></p>
<p><b>SLE</b> Page 6</p> <p>Approx. 10 min.</p>	<p>The objective of this exercise is to engage your staff in a discussion about the consistent execution of the MPVI process.</p> <p>MPVI counts as one line on a customer pay repair order, as such it should always accompany every CPRO. When the customer reason line is added, execution of a related sale is all that remains.</p>	<p>In the SLE article on page 6 the author writes about the importance of having a completed MPVI on every customer pay repair order. The MPVI counts as one line on the RO. The customer’s need counts as another. Add a third line and the experience will count toward earning an SLE reward. Please tell me:</p> <ol style="list-style-type: none"> <li>1. What is the major impediment to having a completed MPVI on every CPRO.</li> <li>2. What steps do we need to take to ensure an MPVI is attached to every CPRO?</li> <li>3. How can we make things easier?</li> </ol>
<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.</i></p> <p><b>Tip:</b> <i>Another objective 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>• Up-Front Contracts</li> <li>• SLE</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>