

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
Communication Fundamentals Page 7 Approx. 10 min.	<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 and evaluate their listening skills and to share their own listening best practices.</p> <p>This exercise provides you the opportunity to have your people give you feedback about your listening skills. Use this section only if you are willing to lower your defenses and accept constructive criticism.</p>	<p>In the article <i>Communication Fundamentals</i>, the author writes about several tactics associated with exceptional listening skills. I would like to take some time and discuss the subject of listening. Please tell me:</p> <ol style="list-style-type: none"> 1. Which of the tactics listed is a particular strength of yours? 2. Which of the tactics listed do you consider a personal need and what could you do to turn it into a strength? 3. What other best practice listening skills do you employ? <p>OPTIONAL: Take a moment and consider the list or your personal opinions and tell us what I or others leaders here could do to improve our listening skills.</p>
Excellent Service Begins When It's More Than Just a Job Page 13 Approx. 15 min.	<p>This is a brainstorming/planning exercise where you will ask your consultants to suggest improvements to the business in the context of the three areas of focus in the article.</p> <p>The three areas of focus in the article are:</p> <ul style="list-style-type: none"> • Efficiency • Availability • Affordability <p>Your purpose is to learn how you can help your consultants improve performance in each of these areas. In some cases you may be asked/required to make changes or accommodations.</p>	<p>In the article <i>Excellent Service Begins When It's More Than Just a Job</i>, the author writes about three areas of performance that are critical to providing the best service possible.</p> <p>I would like to take a moment to discuss how (if at all) we could improve our operation in relation to each of the following items:</p> <p>Name one thing we could do to increase the speed or efficiency associated with how we provide service to our customers.</p> <p>Name one thing we could do to be more available to meet our customer's needs.</p> <p>Do we need a better strategy for making our products and services more affordable? If so, what would you suggest?</p>
All Approx. 5 min.	<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: 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.)</p> <p>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.</p>	<p>We have talked about:</p> <ul style="list-style-type: none"> • Communication Fundamentals • Excellent Service Begins When It's More Than Just a Job <p>In addition to these subjects, what other one article or bit of information stands out for you in this month's <i>Consultant</i> magazine?</p>