

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
Stretching Your Comfort Zone Page 14 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>The objective of this exercise is to help participants learn that personal and professional growth requires stretching your comfort zone to the purpose of gaining new skills and the confidence to meet new challenges.</p>	<p>In the article <u>Stretching Your Comfort Zone</u> the author writes about how one can enhance their career when they choose to go past what they know and are comfortable with new types of experiences and performance.</p> <ol style="list-style-type: none"> 1. Please tell me two items in the article that you have done in your work life (past or present) to stretch your comfort zone and describe the outcome. 2. Identify one item that you think you should embrace in the coming month that will help you in terms of your personal or business life.
Diplomat Pages 8 & 9 Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand the importance of working with diverse people, circumstances, and demands.</p> <p>The diplomat is a person who can interact with lots of different people and perform effectively under pressure and when things get crazy.</p> <p>Diplomats are known for their adult perspective and thoughtful approach to the challenges that are a part of life in every dealership.</p>	<p>In the article <u>Diplomat</u>, the author outlines ten important characteristics of a great diplomat. I would like for each of you to review the list and tell me the following:</p> <ol style="list-style-type: none"> 1. Which of the listed characteristics is strongest for you and why? 2. Which characteristic is most challenging for you and what could, or do you do to maximize its affect?
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: <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"> • Stretching Your Comfort Zone • Diplomat <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>