

# 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
<b>Wipers</b> Page 11  Approx. 10 min.	<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>The objective of this exercise is to get everyone on the same page about the best way to promote, identify and replace wiper blades.</p>	<p>In the article <u>Wipers</u> the author outlines some things that a consultant can do to ID that wipers need to be replaced. Additionally, the author recommends that consultants take an assumptive approach with the customer — where the consultant assumes the customer sees the need and understands the benefits of acting. Please tell me:</p> <ol style="list-style-type: none"> <li>1. Do think the assumptive approach is a good one to use? If yes, explain where else.</li> <li>2. What changes do we need to make for you to be able to sell more wipers in the lane?</li> </ol>
<b>Team Player</b> Pages 8 & 9  Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand what it means to be a team player and how individuals on a team can contribute more meaningfully.</p> <p>Be sure all attendees have read the article and have it for reference purposes during the interaction.</p>	<p>In the article <u>Team Player</u> the author writes about 8 traits of a person who could be aptly characterized as a team player. Please share some thoughts about team players and our team by answering a few questions:</p> <ol style="list-style-type: none"> <li>1. Which of the listed traits is the most important? Why?</li> <li>2. Name a trait that is important but is missing from the article.</li> <li>3. As a team, what is our primary weakness? Explain.</li> <li>4. One thing we could do to become a better team.</li> </ol>
<b>All</b>  Approx. 5 min.	<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>• Stretching Your Comfort Zone</li> <li>• Diplomat</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>