

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
Bravery Page 6 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 encourage your participants to prepare to stretch and either take on more responsibility and/or learn new skills relative to their current job.</p> <p>Growth is an antidote to job burnout. When people are learning – especially when the learning is a ‘stretch’ it is a highly effective engagement strategy.</p>	<p>In the article <u>Bravery</u>, the author writes about the advantages of stretching your comfort zone by learning new things and developing new skills.</p> <p>I would like to take some time to discuss the things you would like to do to stretch your comfort zone. Please tell me:</p> <ol style="list-style-type: none"> 1. What skill would you like to develop further than you have to this point? 2. What job in Fixed Operations (that you have not done yet) would you like to try? 3. Which skill (that you have no experience with) would you like to develop? 4. What are some of the things that might get in the way of your plans and what can be done to prevent such an occurrence?
Flower Power Pays Page 12 Approx. 15 min.	<p>The objective of this exercise is to get your participants to brainstorm some ways to express kindness and thanks to your customers.</p> <p>The story follows a consultant who starts the day with a dozen roses. His objective is to share the flowers as a kindness – given to customers and co-workers.</p> <p>The key is NOT to give them as an incentive or thank you for purchases but to share them as an expression of sincere thanks for the opportunity to be of service or as a powerfully effective expression of kindness — no strings attached.</p>	<p>In the article <u>Flower Power Pays</u>, the author writes about a consultant who gathers a dozen roses everyday (which he puts near his workstation) to share with customers and co-workers as a sincere expression of kindness.</p> <p>We do not have to use roses. We can use something else that will bring a smile or be something that the recipient reflects on positively. What we give doesn't necessarily have to be a thing. It can be a simple expression — a compliment, an act, a bit of unsolicited service that improves the customer's experience. Please tell me:</p> <ol style="list-style-type: none"> 1. What kindnesses have you expressed to good effect? 2. What kinds of things could we say that the customer would perceive as kind? 3. In what ways can we support the effort to express kindness with customers?
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>An objective of this activity is to set the stage for next month's meeting. Consultants will prepare to answer the questions you may ask.</i></p>	<p>We have talked about:</p> <ul style="list-style-type: none"> • Bravery • Flower Power Pays <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>