

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
Reduce Stress Use Stress Page 11 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 engage your people in a discussion about what they do to deal with stressful circumstances.</p>	<p>In the article <u>Reduce Stress Use Stress</u>, the author writes about some ways to confront stress and reduce its effect on our thinking and health. Tell me how you handle these stressful circumstances:</p> <ol style="list-style-type: none"> 1. Three of your customers converge on you at the same time for re-delivery. 2. You have asked a tech a question via text, and they have not answered, and your customer is frustrated and ready to leave for another dealership. 3. It's a busy morning and you have 4 people waiting – none of whom look happy about it. 4. What can we do to help reduce work-related stress?
Leader Pages 8 & 9 Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand that tomorrow's leaders come from the ranks of employees today.</p> <p>Part of your objective is to get your participants to see that they do not have to wait to be promoted to exercise leadership skills.</p>	<p>In the article <u>Leader</u> the author writes about 4 characteristics of great leaders that people in the ranks can develop to the purpose of leading co-workers or preparing for an opportunity to become a leader in the business. Please tell me:</p> <ol style="list-style-type: none"> 1. Which of the characteristics listed in the article is a strength for you and why? 2. Which of the characteristics listed in the article is something you need to work on and improve? 3. In what ways have you led your co-workers?
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"> • Reduce Stress Use Stress • Leader <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>