

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
Saying Goodbye Nicely Page 7 Approx. 10 min.	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. The objective of this exercise is to engage your people in a discussion about the best ways to disengage with customers nicely.	In the article <u>Saying Goodbye Nicely</u> , the author writes about how to disengage from a customer in person or over the phone. Please tell me: <ol style="list-style-type: none"> 1. What elements that he mentioned are consistent with what you do? 2. What elements that he mentioned are new to you and worth trying? 3. What other ways can we disengage nicely?
Phycologist Pages 8 & 9 Approx. 15 min.	The objective of this exercise is to help your consultants understand sometimes we need to engage with customers and help them through difficult circumstances. Be sure everyone has a copy of the article. The debrief will require participants to review portions of the article.	In the article <u>Phycologist</u> the author writes about 4 characteristics of phycologists that you can develop to the purpose of helping customers through difficult circumstances. Please tell me: <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 other ways do you have to act as a phycologist on the job?
All Approx. 5 min.	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. 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> 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>	We have talked about: <ul style="list-style-type: none"> • Saying Goodbye Nicely • Phycologist 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?