

## 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
<p><b>Observations to Succeed</b> Page 2</p> <p>Approx. 10 min.</p>	<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>This exercise is designed to get your staff to talk about the best ways to show kindness every day in December to as many people as possible — internal and external.</p> <p>Kindness begets kindness. Your objective is to help your people truly understand that through their own experiences.</p>	<p>In Corky's article he wrote about the value of kindness in our interactions with customers and each other. Kindness amplifies the good parts of service. Kindness is memorable and one might argue — rare in expression. So, for the coming month I'd like to put a big heap of kind acts together, so that an independent observer would be compelled to say, "<i>The people at _____ are very kind.</i>" Please tell me:</p> <ol style="list-style-type: none"> <li>1. What parts of our processes lend themselves to kind acts? Give me an example. (Something as simple as opening a car door or leaving a cold bottle of water in a cup holder.)</li> <li>2. Now, let's concentrate on things you have witnessed or done that are more substantial acts of kindness. Things like a written note of thanks, or a follow up call to say thank you and/or to ensure satisfaction.</li> </ol>
<p><b>Stop Worrying and Start Living</b> Page 4</p> <p>Approx. 15 min.</p>	<p>This article has to do with confronting our discomforts and fears about our work to the purpose of stretching our comfort zones and making the very best of a difficult situation.</p> <p>Parts of your objective will be to get every participant to commit to taking the next step in job growth. You will have them ID a job skill they have yet to master or would like to try. Each decision should be a stretch.</p>	<p>In the article <u>Stop Worrying and Start Living</u>, the author writes about how people can overcome their difficulties or fears through confronting them — head on. Job growth often requires stretching past your comfort zone. I'd like each of you to write down two things:</p> <ol style="list-style-type: none"> <li>1. What aspect of your job would you like to get better at performing.</li> <li>2. What type of job or work here would you like to learn about.</li> </ol> <p>Write it down, add your name and you and I will meet personally to develop a plan for making it a reality.</p>
<p><b>All</b></p> <p>Approx. 5 min.</p>	<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.</i></p> <p><b>Tip:</b> <i>Another objective 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>• Observations to Succeed</li> <li>• Stop Worrying and Start Living</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>