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## Course Title: Business Office Practical Skills Day Syllabus

**Automotivaters Training Delivery Methods: Trainer Lead:** In-Person or Online Live via Zoom.

**Duration:** 6 hours in-person or 2 x 3-hour sessions via Zoom.

**Attendees:** Business Office Staff

**Group Training - Effective Communication:**

Techniques for enhancing communication skills within the team.

Role-playing exercises for real-life scenarios.

**Desk Work - Business Office Strategy Review:**

Analyzing and refining individual and team Business Office strategies.

Addressing challenges and brainstorming solutions.

**On-Floor Work - Practical Application:**

Hands-on exercises in the sales department and finance office.

Implementing newly learned techniques in a real-time setting.

**Experiential Training - Customer Interaction Simulation:**

Simulated scenarios for practicing effective customer engagement.

Immediate feedback and improvement suggestions.

**Skills Assessment - Individual and Team Evaluation:**

Evaluation of skills acquired throughout the day.

Identifying areas for further improvement.

Emphasizing the application of skills in the business office.

**Future Development Opportunities:**

Discussion on ongoing training and development initiatives.

Opportunities for continued growth within the Finance team and the organization.