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Course Title: Management Team 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: Sales Managers, General Managers, Parts and Service Management

Group Training - Effective Communication:

Techniques for enhancing communication skills within the team.

Role-playing exercises for real-life scenarios.

Desk Work - Operations Strategy Review:

Analyzing and refining individual and team strategies.

Addressing challenges and brainstorming solutions.

On-Floor Work - Practical Application:

Hands-on exercises in all departments.

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 daily fixed operations.

Future Development Opportunities:

Discussion on ongoing training and development initiatives.

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