

CAR DEALERSHIP PARTS TRAINING PROGRAMME



- Title:** Parts Manager Excellence (Bronze)
- Audience:** Any Car Parts Manager or experienced Car Parts Advisor wanting to take the next step into management.
- Length:** 2 days
- Format:** Interactive workshop

Training Course Overview:

This foundation course examines the role of the Car Parts Manager and the core skills, behaviours and competencies required to maximise personal performance in the role. It looks at management skills required to improve the effectiveness of the car parts team and provides a detailed understanding of the aspects of the role which directly impact on business performance and profitability.

Key Learning Areas:

- The core functions and objectives of a Car Parts Manager.
- Understanding the pressures in the car parts department.
- Your role and responsibilities in implementing and delivering an outstanding customer experience.
- How our behaviours influence customer retention and recommendation.
- The link between inspirational leadership and performance.
- Coaching and influencing skills - when, why and how we manage a team.
- Management for stability, why keeping your parts team stable is so important.
- The benefits of on the job and review coaching.
- The effects of delivering fast and effective feedback.
- Conducting Car Parts Advisor monthly appraisals to deliver continuous improvement.
- Creating and delivering effective car parts department meetings.
- Using reporting to manage the performance of people and departments.

Are you interested? Call us on 01325 637251 or complete the contact form on www.motorvise.com

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