

# CAR DEALERSHIP SERVICE TRAINING PROGRAMME



**Title:** Managing A Winning Service Team (Silver)

**Audience:** Any car dealership Service Managers

**Length:** 1 day

**Format:** Interactive workshop

## Training Course Overview:

This module looks at management best practice and helping individual team members to reach their full potential, which in turn will maximise the car service department performance.

## Key Learning Areas:

- The recruitment process and set up for success!
- Management of your people, even when it's not easy.
- The link between inspirational leadership and performance.
- Advanced coaching and influencing skills.
- Team organisation, prioritisation and daily, weekly and monthly activity.
- Effective team communication – when, where and how.
- Sharing best practice within the team.
- Understand the benefits of effective team communication in creating an efficient car aftersales process and a motivated car service team.
- Delivering effective feedback.
- The performance review – objectives, structure and timescales.
- What to do when a member of your team is not responding.
- Disciplinary processes and the importance of documentation.
- KPIs in the car service department and how to improve them.

Are you interested? Call us on 01325 637251 or complete the contact form on [www.motorvise.com](http://www.motorvise.com)

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