

LEISURE VEHICLE DEALERSHIP SERVICE TRAINING PROGRAMME



Title: Managing A Winning Service Team (Silver)
Audience: Any leisure vehicle 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 motor home 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 motor home aftersales process and a motivated motor home 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 leisure vehicle service department and how to improve them.

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

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