

MOTORCYCLE DEALERSHIP SERVICE TRAINING PROGRAMME



Title: Managing A Winning Service Team (Silver)
Audience: Any motorcycle 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 motorcycle 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 motorcycle aftersales process and a motivated motorcycle 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 motorcycle 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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