



Chris Collins' High-Performance Service Manager Academy Training 107

website: chriscollinstraining.ca/service-training-programs/

Overview

This Service Manager 107 course is the seventh installment in our advanced automotive Manager Academy series. Like its prerequisite programs (101, 102, 103, 104, 105, and 106), this thorough training is intended for current and future Managers of automotive Service and Parts departments. In addition, we are looking to encourage and inspire leadership in the Service Department to stay and promote within the store.

This advanced-plus course focuses on strengthening existing teams. Managers will come to understand the department in a changing industry. Managers will take charge and increase profit, workflow, employee relations, customer relations, and hiring qualifying employees.

Department Managers will gain insider strategies and high-level critique on their application of systems for supervising and mentoring employees, including ethics, building morale, the 4 C's, goal-setting techniques, and customer satisfaction. They will be able to bring important concepts and practices developed for bettering their automotive dealerships. Each attendee will receive a Manager workbook, instructions, documents, and worksheets to guide them through day-to-day operations.

Instruction for this course is conducted in person in a classroom setting, facilitated by a live Chris Collins Certified Instructor, and remotely through Chris Collins *On-Demand* video-based training. This program may be delivered in tandem with our Service Advisor 107 training to maximize the impact on all levels of the dealership.

See Pages 2 - 4 for the full Curriculum Outline, Pricing, and other details.

Chris Collins' Service Manager Academy 101, 102, 103, 104, 105, and 106 are mandatory prerequisites of this program, as the concepts and tools herein build on those taught in the previous courses.

Course Outline

Each module includes approx. 8 hours of in-person training and approx. 2 hours of online facilitated training.

Module 1– Super-Charge Your Month

Managers will learn how to super-charge each month and improve the department connection. They will learn to understand where the department is and what items are needed to increase month-end for the advisors and as a team.

Topics include:

- Build team moral
- Understand the future of the department
- Increase profit
- Understand increasing department within change

Module 2 – Revoluntizing Work Ethics

Becoming a better manager within the dealership and service department. Touching base on how to grow the department into a more ethical, purposeful environment for results. As a manager providing a leader for advisors to grow and to have an excellent team working together.

Topics include:

- Understanding relentless Work Ethics
- Setting up a workflow for purpose and results
- Reviewing morale for employees and customers
- Building a department of purpose and morale for advisors

Module 3 – Mindset For Growth

Understanding the department and the mindset to grow in a changing industry. Managers will learn how to stay positive and bring positivity into the workplace. Viewing the day and customers needs to an lifelong partnership for better results.

Topics include:

- Positivity throughout the day
- Learning your team and building a professional relationship
- Seeing the normal and preparing advisors for customers
- Understanding change for growth

Module 4 – The 4 C's

Helping building a team and learn new hiring practices by learning points of view, gaining their trust, and investing the time to create a dependable relationship. You can control the outcome when you consider the other person, build a collaborative relationship with them, perform consistently, and take control. Finding the right new additional to add to the department through the hiring process

Topics include:

- Consideration
- Collaboration
- Consistency
- Control

Goals (Outcomes) of the Training

Service Managers that become certified in this course will experience the following:

- Build team moral, understanding the changing of the industry increase profit throughout the department and advisors
- Build a growing and stronger work ether.
- Understanding your team to build customer service satisfaction.
- Learn the fundamentals of hiring valuable employees for a collaborative relationship

Assessment

Participants will be provided with exams to test their level of knowledge upon completing each Chris Collins Academy course, and will receive a Certificate of Completion based on a passing grade of 80%.

Evaluation

Students will be provided with exams to test their level of knowledge upon completing each Chris Collins On Demand course and will receive a certificate of completion based on a passing grade of 80%.

Timing and Fees

Total Duration: 6 months.

Course Hours: 4 in-person training sessions (8 hours each, one session per module) = 32 hours

Approx. 2 hours *online* training per Module = 8 hours

Total Hours: 40 Hours

Delivery Method: Training is delivered through a combination of in-person sessions, scheduled throughout a six-month period at client's location, and remote *On Demand* training sessions.

Course Capacity: Maximum of 20 participants.

Cost: \$9,000.00 CAD per participant.