



Chris Collins' High-Performance Service Advisor Academy Training 108

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

Overview

In the eighth part of our proprietary Service Advisor Academy series, leadership, motivation, and customer service practices continue to be the front focus. Students will become experts in relationship-building and the step-by-step service system they learned and began to apply in 101, 102, 103, 104, 105, 106, and 107.

In Service Advisor Academy 108, Advisors will get training on becoming a high performer, dominating and demonstration, positivity of constant learning, and building discipline. This 108 course will strengthen the Advisor's and department's growth, as well as growth of the dealership as a cohesive unit building leaders within the company.

Advisors will take *complete charge* of their results, both in the workplace and with their customers and prospects. Modules covered in courses 101, 102, 103, 104, 105, 106, and 107 are mandatory prerequisites for this overseers course as the concepts and tools herein build on those taught in the previous courses.

Your personal Chris Collins Training instructor will schedule in-dealership training for the service/parts department staff. Employees will get hands-on modifications and material resources, including a report of the team's progress towards their goals.

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

Course Outline

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

Module 1 – High Performer

Service Advisors during the course will understand how to understand challenges and the outcome of hard work. Advisors will learn about management support and becoming successful at their current job and future jobs.

Topics include:

- Understanding challenges
- Hard work
- Management support
- Becoming successful

Module 2– Dominate and Demonstrate

Service Advisors will work to think outside the box, come up with solutions, and overcoming obstacles. Advisors will be able to apply what is taught in their everyday life.

Topics include:

- Thinking differently
- Coming up with solutions
- Overcoming obstacles

Module 3 –Never Stop Learning

Advisors will understand the value of working as a team, learning from others, understanding feedback, and the value of insights from others. What is learned in this module will be valuable on a day to day basis.

Topics include:

- Working as a team
- Learning from others
- Valuable insights
- Understanding feedback

Module 4 – Proof that Discipline Works

Here advisors will learn how discipline provides a positive outcome. Advisors will learn how setup steps to a goal and how discipline will help complete the goal. Advisors will be able to use this at the job and day to day life.

Topics include:

- Making a goal
- Setting up steps
- Discipline

Goals (Outcomes) of the Training

Service and Parts Advisors that become certified in this course will experience the following:

- Increased Labor and Parts sales, which will increase their commissioned sales and income.
- Higher personal customer satisfaction scores (CSI/CSE).
- Higher satisfaction at work.

The Dealership Service Department will have:

- Increase and understand goals for customer retention and customer satisfaction.
- Improve individual goals and increase discipline.
- Improve performance and become a high performer
- Increase knowledge of team work and working together

Evaluation

Students will be provided with exams to test their level of knowledge upon completing each Chris Collins course and will receive a certificate of completion based on a passing grade of 85%.

Timing and Fees

Total Duration: 6 months.

Course Structure and Hours:

OPTION A

2 in-person offsite classroom training sessions (8 hours each) = 16 hours

2 remote webinar training sessions (4 hours each) = 8 hours

0.5 hours online training per Module (8 modules) = 4 hours

Total: 28 hours

OPTION B

4 in-person classroom training sessions (8 hours each) = 32 hours

2 remote webinar training sessions (4 hours each) = 8 hours

0.5 hours online training per Module (8 modules) = 4 hours

Total: 44 hours

Delivery Method: Training is delivered through a combination of in-person training sessions, scheduled throughout a six-month period and delivered in-person at the client's location, supplemented by online video-based training sessions.

Course Capacity: Maximum of 20 participants.

Cost:

OPTION A

2-4 trainees= \$5,000 CAD per person

5-7 trainees= \$4,500 CAD per person

8-11 trainees=\$4,000 CAD per person

12+ trainees= \$3,500 CAD per person

OPTION B

2-4 trainees= \$7,000 CAD per person

5-7 trainees= \$6,500 CAD per person

8-11 trainees=\$6,000 CAD per person

12+ trainees= \$5,500 CAD per person