Four instructional modules designed for the new or high-potential department manager.

**LEARN THE JOB, SECURE YOUR SUCCESS**

**Core Competencies**

- Learn how to best compete in your market.
- Develop a service process that supports the dealership vision success.
- Optimize service department operations and increased profits.
- Harness new service potential to impact the bottom line and improve customer satisfaction.
- Develop processes to recapture lost customers and retain new customers for improved CSI.

**LEARN TO LEAD, LEVERAGE THE POWER OF MANY**

**Leadership Foundations**

- Adopt DISC as a model of leadership behavior and versatility, facilitating open communication.
- Utilize problem solving and decision making in conflict resolution.
- Employ the SMART model to achieve goals.
- Sharpen your leadership style to motivate your team.
- Raise productivity through skilled time management and ongoing priority analysis.

**LEARN TO BUILD YOUR TEAM, ATTRACT TOP TALENT**

**Human Resources Foundations**

- Uncover the correlation between people and profit.
- Develop an effective onboarding program.

**LEARN TO FIND THE DATA YOU NEED, TO SUCCEED**

**DMS Applications**

- Wield the power of department specific reports.
- Discover the most impactful functions of the DMS.

**PRICING**

- $2,995
- Secure a spot today: $95 non-refundable deposit at nada.org/professionalseries

**WHY ENROLL?**

- Designed by retail experts to fit your retail lifestyle.
- Become the recognized expert in your dealer group.
- Invest in yourself.
- Gain the confidence to be secure in a leadership role.

**WHERE?**

- Training is held in convenient locations throughout the U.S. to meet market demands.

**WHEN?**

- See schedule on back.