



NADA Professional Series SERVICE MANAGEMENT



Profitably operate the dealership service department.

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



16-HOUR
Instructor-led

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.



8-HOUR
Online



16-HOUR
Instructor-led

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.



8-HOUR
Online



8-HOUR
Online

LEARN TO BUILD YOUR TEAM, ATTRACT TOP TALENT

Human Resources Foundations

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



8-HOUR
Online

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.