PERFORMANCE DEVELOPMENT CENTER

Course List and Applicable Attendees

INSTRUCTOR LED COURSES	Salesperson	Sales/Desk Mgr	Internet Sales Mgr	Finance Mgr	Finance Director	Service Advisor	Service Mgr	GM / GSM
Coaching for Performance		◆	◆		◆		◆	◆
Disarming Hostility & Legal Compliance						◆	◆	
Dream Team	◆	◆	◆	◆	◆	◆	◆	◆
F&I Master Series: Advanced Finance & Insurance				◆	◆			
F&I Master Series: How to Be a Deal Maker				◆	◆			
F&I Master Series: Maximizing Your F&I Opportunities				◆	◆			
F&I Director					◆			
FILES Certification				◆	◆			
Financial Statement Analysis								◆
Leasing 101: Fundamentals of Leasing	◆	◆	◆					
Management By Objectives		◆			◆			◆
Managing Your Emotional State/Breakthrough to Excellence	◆	◆	◆	◆	◆	◆	◆	◆
Sales Management Leadership		◆	◆					
Sales Manager Legal Certification		◆	◆					
Service Operations							◆	
Service Sales Consultant Certification						◆	◆	
Skills for the Business Manager				◆	◆			
Skills for the Sales Manager		◆						
Social Media 101		◆	◆					◆
TARGET Automotive Sales	◆	◆						
TARGET Automotive Sales (Advanced)	◆	◆						
TARGET Internet Sales	◆		◆					
TARGET Management		◆						◆
TARGET Recharge	◆	◆	◆					
TARGET Service Sales						◆	◆	
Team Building	◆	◆	◆	◆	◆	◆	◆	◆
MINI MODULES / WEBINARS								
10 Critical Numbers to Dealership Success								◆
Closing Skills	◆	◆	◆	◆		◆		
Effective Questions	◆	◆	◆	◆		◆		
Overcoming Objections	◆	◆	◆	◆		◆		
Power of the Pay Plan		◆			◆		◆	◆
Product Knowledge				◆		◆		
Selling is Not Telling	◆	◆	◆	◆		◆		
Telephone Skills	◆		◆			◆		
Time Management	◆	◆	◆	◆	◆	◆	◆	◆