NEW! Dealer Candidate

for Farm Equipment or Recreation Dealers

Dealer Candidate from Spader Business Management develops well-rounded leaders, equipped with the abilities and resources for success now and in the future.

Who Should Attend

- Branch or General Managers
- Successors
- Mid-Level Managers groomed for promotion or accepting greater responsibilities
- High potential employees who are being developed to be future leaders and managers of the business
- Dealer Principals who can benefit from a better understanding of the financial operations, strategic and people management aspects of the business

It is preferred that participants will have a minimum of one to two years of experience in a dealership, are an owner, or an employee currently in a management position or under consideration for future leadership in the business.

Overview

In this competitive and unpredictable economy, many leaders are challenged to find the know-how they need to run a complex business and generate sustained profitability, stability and growth. Dealerships seeking the competitive edge realize that although the knowledge they gain from day-to-day experience has value, additional industry-specific training can give them an advantage.

The Spader Dealer Candidate course has been designed to make sure current and future leaders have the capabilities and tools they need to develop their own management abilities and the next generation of managers though quality, industry-focused training. This course provides practical, proven best practices for current and potential general managers and department managers to become more successful leading the dealership.

The primary focus of Dealer Candidate is to develop people into well-rounded leader-managers, equipped with the capabilities and resources for success now and in the future. Participants gain the tools and skills necessary to understand how to lead and manage dealership operations. The design and delivery of this training is by experienced specialists and experts who know first-hand how dealerships operate. Reasonable, realistic and relevant additional job-related pre-work, application assignments and testing are included.

- Pre- and post-testing will be given to monitor progress
- Homework and application assignments will be given between each session
- Toll-free phone support provided throughout the course

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2017

David Spader monitors a small group activity during a Dealer Candidate breakout session.

Key Agenda Items

Session One: (2.5 days) Organization and Leader-Manager High Performance Characteristics

The principles of high productivity, profitability and satisfaction are covered in this segment, including how to effectively manage any condition or situation. Self-development, interpersonal skills and team development are also emphasized.

Learning Outcomes

- Total business success of the dealership
- High performance leadership assessment & skill building
- People management and development
- Core business capabilities
- Creating a winning culture
- Dealer roles as leader, manager and contributor
- Attributes of successful dealer leaders & managers
- Managing and developing key business processes
- Effectively managing change
- Successful strategic practices

Session Two: (2.5 days) Financial Analysis and Balance Sheet

Participants are given a basic to intermediate level introduction to financial analysis and accounting management within the dealership. Learn the basics of sound financial management along with internal controls. Successful completion of this module equips managers with the tools needed to understand as well as efficiently and effectively manage profitable dealership operations.

Learning Outcomes

- Financial and accounting terminology
- Interpreting dealership financial statements
- Key Expense Ratios and financial metrics
- Inventory management
- Financial relations in the dealership
- Basic accounting fundamentals
- Plan, monitor & forecast financial performance
- How/when to grow to different Business Plateaus

Sales Department Management and Processes

Key sales and F&I manager attributes are presented for participants to gain knowledge and understand the skills and concepts to effectively staff and profitably manage the sales effort. Varied interactive exercises are utilized to demonstrate the relationships and contributions of the departments to the whole dealership. Best practices are shared from high-profit and high-performance operations.

Learning Outcomes

- Sales and F&I manager roles and responsibilities
- Management, margin and inventory systems
- Sales processes that support total dealership stability and growth
- Key metrics to monitor and manage in the F&I and Sales department
- How to create and use inventory management systems
- How to create and use a sales process

Materials and Toll-free Support

Each participant will receive a set of materials that includes the tools, processes, tips, and forms needed for implementation and reference. You'll also receive toll-free support from a group of Spader Business Management specialists for any questions you might have when implementing what you've learned.

Duration: 4 Sessions

Dates, locations and pricing are available at spader.com or call 800.772.3377.

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Key Agenda Items

Session Three: (2.5 days) Aftermarket Management

Participants develop an understanding of service department and parts department operations and the skills and processes required for managing each profitability. The contribution and relationship of the parts and service departments to the sales department are carefully examined through interactive exercises to realize the overall potential to both the external and internal customer base. Best practices are shared from high-profit and high-performance operations. Sample financial statements are used as class exercise to illustrate where the numbers come from and how to analyze where operational changes can or should be made. The concentration in this session is on identifying how to create solutions from the key metrics.

Learning Outcomes

- Service & parts key performance indicators
- Keys to managing multiple departments
- Pricing, recovery, and capacity
- Financial analysis
- Asset management
- Marketing
- Scorecards - what needs to be measured & monitored
- Plateaus at the department level
- Parts and service planning
- Parts inventory management
- Role of parts & service departments in the dealership

Session Four (2.5 days): Leadership, Hiring, Course Project Presentation and Graduation

The final session consists of the course participant teams presenting their applications projects to the entire class, as well as discussion and review debriefs after each. Attendees may be invited from participating organizations. Other summary activities may be included. This session concludes with a graduation ceremony and awarding of certificates for successful completion.

Learning Outcomes

- Leadership motivations assessment
- Hiring winners
- Team application projects sharing
- Selective presentations
- Effectively influencing people
- Review of key management practices and principles
- Summary development activities
- Graduation and program development sharing

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Fulfilling. Success.

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