

Employee Management Master Class

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Objective

Building High Performance Employees is an 8 week intensive certification program for dealership managers. The program will train and certify participants to manage the most important employee process to develop and manage top performers.

The DrivingSales Employee Management Master Class is designed to introduce you to employee management practices to help you take care of the most important asset, your people. In today's economy, customer expectations are changing, and the need for a better, more versatile employee is greater than ever. Traditional methods of developing and retaining your people are no longer aligned with the needs of the modern workforce. Not only will you gain the necessary insight on employee management practices, but you will build and implement processes within your organization to help recruit, engage, develop and retain your employees.

Workshop Description

In this workshop, you will participate in an 8-week, hands-on course designed for dealership professionals. We'll combine the latest studies of today's workforce, best practices of non-automotive industries, and proven tactics of top-performing dealerships to help you meet your organization's performance goals.

You will build and master the most important processes for your organization: Scorecard Reviews and Career Pathing. You will be in a class of like-minded dealership change agents sharing thoughts, ideas, and helping each other find the best solutions for your store. You will participate in live training sessions where you will learn the concepts and then internalize them by completing homework and activities. In addition, should you need assistance, you will have access to top employee-management experts throughout this workshop. We will assess your organization to help flush out the weak spots in your current employee management processes and help put together a strategy to improve them.

In the end, you will receive a certificate of completion, but most importantly, your organization will have a comprehensive plan for the people side of our industry. Properly executed, you will provide your organization a sustainable competitive advantage for years to come.

Syllabus

5 Live Training Sessions
Web-based Training Track
Worksheets, Activities, and Homework
Process Assessment
2 Scorecard Reviews
1 DrivingSales University content access
1 No-cost access to DrivingSales.com community
1 No-cost access to hcm.drivingsales.com account
1 Authorship account
1 Business Plan

Webinars - You will be required to join and participate in 5, 60-minute online webinars. Roll calls will be taken for each session. If you are not able to attend, the webinar will be recorded, and you will be able to review the content. If you are not able to attend, you will be required to contact the instructor once the content has been consumed so you can get that week's assignments

Homework - You will be asked to complete and submit homework assignments. Assignments may come in the form of a worksheet or an activity. Please refer to the schedule to find the homework due date.

Assessments - You will be required to complete a process assessment. This assessment is designed to help identify current employee management process gaps. The assessment will be completed in the beginning of the Master Class.

Performance Reviews - You will receive two 1-on-1 scorecard reviews with your employee management expert to help you stay on track. We use a 5-star rating system to help score your efforts during this project. Anything less than 2 stars is considered a red flag, and will receive some focus by your employee management expert. Your performance review scores will be reported back to your leadership team.

DrivingSales Community - The community is an online learning network for progressive dealership employees. You can gain valuable insights into the pulse of the automotive industry, and with the help of this tool, you will be able to communicate with each Master Class participant throughout the course.

HCM.DrivingSales.com - HCM is an employee management platform that will house and automate the 5 key processes developed by you during this course. Throughout this process, you'll be asked to test your processes in live scenarios, with your team.

DrivingSales University Curriculum - The curriculum is a library of dealership industry training content. During this course, you will have access to over 2,000 courses and 5,000 modules to help you with the Training and Development portion of the course. Also, during your participation, you will be able to select content to help train your teams: Choose from Service Advisors, Sales People, BDC Managers, BDC Agents, Marketing Managers, etc.

Authorship Account - You will be granted an authorship account within the HCM platform to allow you to capture and upload your own training content you will be creating.

Business Plan - Each participant will develop their own Employee Management Business Plan. This Business Plan is considered your final test and will be eligible for an award presented at Presidents Club based on execution.

<p>Pre-Requisites</p>	<p>Prior to the event, participants must have a pre-event call with DrivingSales to receive their instructions. We will hit the road running so you want to be prepared.</p> <ul style="list-style-type: none"> Community account Employee Roster Come with a Growth Mindset
<p>Week 1 Live Training</p>	<p>Scorecards & Performance Reviews: Providing clear direction to the team</p> <ul style="list-style-type: none"> The needs of the current workforce How to create and implement performance reviews The do's and don'ts of performance reviews
<p>Week 1 Homework</p>	<ul style="list-style-type: none"> Complete a performance review scorecard worksheet (our team will load them for you) Comment and interact on the Scorecards and Performance Reviews blog on the community Post one of your scorecards in the Scorecards and Performance Reviews forum
<p>Week 2 Live Training</p>	<p>Scorecards & Performance Reviews: Utilizing the Platform to Automate the Process</p> <ul style="list-style-type: none"> Build quotas for a job role Build scorecards Complete scorecard reviews
<p>Week 2 Homework</p>	<ul style="list-style-type: none"> Schedule scorecard reviews with your employees Perform a mock scorecard review Post one of your scorecards in the Scorecards and Performance Reviews forum
<p>Week 3-4 Homework</p>	<ul style="list-style-type: none"> Schedule actual scorecard reviews with your employees Perform a scorecard review Report progress to CSM

<p>Week 5</p> <p>Live Training</p>	<p>Career Pathing-Developing a high-performing team by levels</p> <ul style="list-style-type: none"> Why are employees not engaged Performance vs. Development Creating levels for your team Managing by level and not by tenure
<p>Week 5</p> <p>Homework</p>	<p>Complete the career level worksheet for your department (Our team will load them for you)</p> <p>Comment and interact on the Career Pathing blog on the community</p> <p>Participate in the Career Pathing forum</p>
<p>Week 6</p> <p>Live Training</p>	<p>Career Pathing - Creating a Reward Structure</p> <ul style="list-style-type: none"> The three ways to reward Develop a reward structure for your career path
<p>Week 6-7</p> <p>Homework</p>	<p>Asking for and receiving promotions on the platform</p> <p>Fill out and submit your reward worksheet</p> <p>Launch Career Pathing with your team</p> <p>Participate in the Reward Structure forum</p>
<p>Week 8</p> <p>Live Training</p>	<p>Business Plan - Final assessment of your employee management processes</p> <ul style="list-style-type: none"> Best implementation practices Final assessment worksheet Implementing HCM in your organization
<p>Week 8</p> <p>Homework</p>	<p>Set up an appointment with your employee management expert to go over your business plan.</p> <p>Schedule actual scorecard reviews with your employees</p> <p>Perform a scorecard review</p> <p>Report progress to CSM</p> <p>Post the key takeaways from your business plan in the Business Plan forum</p>