Service Manager Certification Program

Chapter 1:	Introduction
Day 1:	Introduction
Chapter 2:	Leadership
Day 2:	5 Aspects of Leadership
Day 3:	Leadership is About Advancing Others
Day 4:	Leadership is a Verb and not a Noun
Day 5:	Leadership is about creating change and facilitating growth
Day 6:	Leadership Deals with People and their Dynamics
Day 7:	Three Types of Supervisors
Day 8:	Characteristics of a Boss
Day 9:	Characteristics of a Manager
Day 10:	Characteristics of a Leader
Day 11:	You have to earn the status of Leader
Day 12:	Once you reach the level of Leader, you still have the characteristics of a Boss and
	Manager within you
Day 13:	Qualities of a Strong Leader
Day 14:	A Leader must commit themselves to continual growth and exposure of new ideas
	concepts and philosophies
Day 15:	When Marines go to battle, they remove their insignia rank
Day 16:	How a Leader harms an organization
Day 17:	Downside of a Leadership Position
Day 18:	Signs of Poor Leadership
Day 19:	You can always buy a person's time, but you cannot buy
Day 20:	A poor Leader states
Day 21:	A strong Leader states
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Day 23:	Organizations get better when the people get better
Day 24:	The test of Leadership occurs when you are not there
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Day 26:	Embracing Accountability Management
Day 27:	Making Accountability Management Work for You
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5 Steps to Effective Communication Skills Day 31:

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Day 63: Day 64:	Service Writer versus Service Advisor Role of a Service Writer Role of a Service Advisor What do you have



Chapter 11: Hiring the Right People

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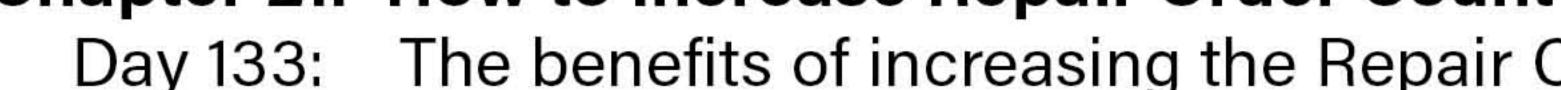
Chapter 11:	Hiring the Right People (Continued)
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Day 78:	Do NOT Hire Someone Else's Poor Performer
Day 79:	People Quit People who Devalue Them
Chapter 12:	Creating a Team Environment
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Day 81:	Why People are Your Most Important Asset
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-	Why Employees Quit
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Chapter 14:	Understanding the Service Advisor
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Day 96:	Understanding a Pay Plan Methodology
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Day 101: The 7 Pay Plan Issues

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- The benefits of increasing the Repair Order Count by 2 per Day
- Record & Listen Day 134:
- Phone Verbiage that States you have Lost the Opportunity Day 135:
- Phone Facts that Affect RO Count Day 136: Day 137: How to get the 2 Extra RO's per Day
- Who is Getting the Bulk of the Service Business Day 138:



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	How Effective Service Advisor Communications Minimize Customer Complaints
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	6 Rules when Dealing with Customer Complaints
	2 Things to NEVER do when Dealing with Customer Complaints
	How to Deal with an Angry Customer
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Day 208: What is Effective Time Management



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Day 210: Real Time is Mental

Day 211: Eliminating the 2 Sins that Affect Time Management

Day 212: Making Sure Everyone is Organized

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