



## **In-dealership Parts Interpreter Training Program**

### **3 Day Program Agenda**

#### **Day 1**

**8:00am – 8:00am      Meet the team**

Meet with DP and Parts Manager – Introduction to Parts Interpreters

**8:30am – 9:00am      Presentation Setup for Session 1**

- Session 1 – will cover off the Way of Selling Parts (WOSP) processes, covering:
  - Greeting
  - Fact find
  - Causal and Connected
  - Closing techniques
  - Follow up

**9:00am – 11:30am      Parts Interpreter – Group 1**

**12:30pm – 3:00pm      Parts Interpreter – Group 2**

**3:00pm – 5:00pm      Wrap up & Next Day Prep**

- Mainly observations during end of day

#### **Day 2**

**8:00am – 9:00am      Morning Kick off**

- Involvement & coaching

**9:00am                      Presentation Setup for Session 2**

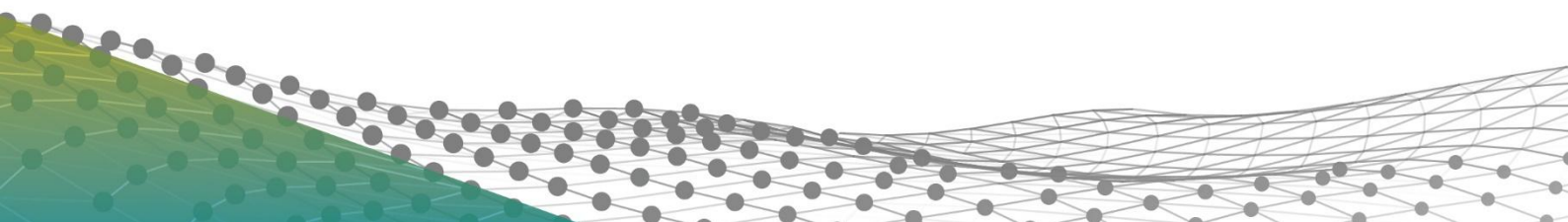
- Session 2 – will cover off Personality Profiling, covering:
  - Whole person concept
  - DISC introduction & test (DISC is the profiling tool to help Parts Interpreters understand customer types and themselves)
  - DISC results & analysis

**9:00am – 11:30am      Parts Interpreter – Group 1**

**12:30pm – 3:00pm      Parts Interpreter – Group 2**

**3:00pm – 5:00pm      Wrap up & Next Day Prep**

- Involvement & coaching





### Day 3

**8:00am – 9:00am Morning Kick off**

- Involvement & coaching

**9:00am Presentation Setup for Session 3**

- Session – will cover off Managing Conflict and Scenario Planning, covering:
  - DISC Style – role play scenarios
  - Managing Conflict with different customers
  - A few more role plays
  - Action Plan development

**9:00am – 11:30am Parts Interpreter – Group 1**  
**12:30pm – 3:00pm Parts Interpreter – Group 2**

**3:00pm – 5:00pm Wrap up with DP and Parts Manager**

The afternoon will be for catching up with different staff to check any outstanding issues or questions that arise.

Throughout the 3 days we will be having brief discussions with the Parts Manager on key observations and possible actions/solutions.

### Investment cost

**3 days in-dealership**

Total amount of \$3,750 plus GST and travel expenses.  
Workbooks are \$10 per participant.

