



TOMORROW'S LEADERS

TOMORROW'S LEADERS - INTRODUCTION:

Future of Leadership:

- Workplace dynamics have rapidly evolved, particularly accelerated by the trends in people management post-COVID. The expectations from managers have shifted significantly, especially with the emergence of younger generations (Generation Z and Millennials).
- The demand for effective leadership has become non-negotiable, evident through high turnover rates in many organisations. The focus now lies on investing in leadership development at all levels and fostering work environments that promote self-expression, self-organisation, and self-management.
- Reports like those from LinkedIn suggest a job market emphasis on people skills, including management, communication, and leadership, alongside technical competencies.

Tomorrow's Leaders - Objectives:

- To kick off the program attendees will understand the latest trends and happenings in our industry, their connection to the dealership operations and them as attendees (Module 1)
- Each attendee to gain an understanding on the overall financial operations of a dealership and how each respective department/function intertwines and the importance of each function and their contribution (Module 2)
- To establish the essential elements of regular communications with and understanding of direct staff to increase engagement and therefore staff retention (Module 3)
- To provide the most effective models for managers focused on staff development (Module 4)
- Covering both front of house and back of house these two modules will allow attendees to gain an understanding in more detail the fundamentals of each department, covering financials, processes, customer, and people resource (Modules 5 & 6)
- To provide managers with the opportunity of self-development through insights and self-analysis, and providing pathways for continuous improvement (Module 7)
- To inform and educate managers on today's management challenges – including generational differences, work-life balance, and staff expectations of leaders (Module 8)

Tomorrow's Leaders - Overview:

The program is delivered over 8 modules/days. These days can be spread out over several months and grouped into 2-day sessions.

1. Industry, Dealership & You
2. Dealership Financials
3. The Fundamentals of Good Leadership
4. Focusing on Staff Development
5. Sales Operations
6. Aftersales Operations
7. Focusing on Self Development as Managers
8. Understanding and Managing in the current environment

TOMORROW'S LEADERS - MODULES:

Module 1: Industry, Dealership & You – How to Plan:

This module serves as an introductory session, providing participants with insights into industry trends, dealership operations, and their roles within the organisation. Attendees will learn about the ever-changing landscape of the automotive industry, gaining an understanding of dealership functions and their individual responsibilities. The session emphasises the importance of business planning, analysis, implementation strategies, and performance monitoring. Participants will delve into the fundamentals of dealership communications, business planning processes, and key performance indicators (KPIs) essential for effective leadership and management.

Module 2: Dealership Financials:

This module focuses on dealership financial management, equipping participants with the necessary skills to understand and interpret financial data. Attendees will learn about driving departmental performance, accounting fundamentals, and financial performance models. The session covers topics such as building business models, assessing dealership performance, and conducting case study reviews to apply theoretical knowledge to real-world scenarios. By the end of the module, participants will have a comprehensive understanding of dealership financials and their role in driving operational excellence.

Module 3: Introduction to People Management Skills:

This module marks the beginning of people management training, essential for fostering employee engagement and retention. Participants will explore fundamental leadership principles, including understanding staff behaviours, conducting effective one-on-ones and team meetings, and implementing strengths-based management approaches. The session also covers recruitment and selection techniques, emphasising the importance of hiring the right talent and ensuring effective orientation and onboarding processes. By acquiring these skills, managers can create a positive work environment conducive to staff development and success.

Module 4: Staff Development Strategies:

In this module, participants will learn strategies for developing their staff's capabilities and maximising their potential. Topics include situational leadership, motivation techniques tailored to individual employees, performance management practices, and addressing underperformance effectively. The session also covers effective coaching models, team-building exercises, and the art of delegation to empower employees and enhance team productivity. By mastering these skills, managers can create a culture of continuous learning and growth within their teams.

Module 5: Sales Operations:

This module focuses on sales department management within the dealership. Participants will gain insights into the dealership business model, the role of managers in sales operations, and strategies for maximising departmental resources and productivity. Topics include optimising sales processes, understanding customer needs, and increasing sales through targeted customer engagement strategies. By mastering sales operations, managers can drive revenue growth and customer satisfaction in the dealership's sales department.

Module 6: Service and Parts Operations:

This module explores the management of service and parts departments within the dealership. Participants will learn about the roles of managers in service and parts operations, strategies for maximising departmental resources and activity, and techniques for retaining satisfied customers. Topics include optimising service and parts processes, customer targeting strategies, and enhancing customer retention through exceptional service experiences. By mastering service and parts operations, managers can ensure the efficient operation of these critical departments and drive customer loyalty.

Module 7: Focusing on Self-Development as a Manager:

This module is dedicated to the self-development of managers, focusing on enhancing leadership skills and personal effectiveness. Participants will explore leadership versus management concepts, assess their leadership styles, and develop strategies for strategic thinking, time management, and prioritisation. The session also covers effective communication techniques, problem-solving, decision-making, and emotional intelligence. By investing in self-development, managers can enhance their effectiveness as leaders and drive success.

Module 8: Understanding and Managing in the Current Environment:

In this module, participants will gain insights into the current challenges and dynamics of managing in today's environment. Topics include managing different generations effectively, stress management for managers and their teams, conflict resolution strategies, and defining work-life balance in the modern workplace. The session also covers change management principles and the importance of continuous improvement in driving organisational success. By understanding and addressing these challenges, managers can navigate complex situations effectively and lead their teams to success.
