



TQM school



Learning Solutions



Support to Grow

Customized training for automobile sales & service teams

Care more than others think wise.
Risk more than others think safe.
Dream more than others think practical.
Expect more than others think possible.

Contents

Organisations & people

- Relationships
- Need for co-operation
- Teamwork

Customer orientation

- Know your customers
- Dealing with different customers/ people
- Converting problems to opportunities

Understanding people

- Understanding self
- Critical elements in people dealing

3C's

- Communication
- Co-operation
- Collaboration

Interpersonal relationship

- Art of building human relationships
- The way you live is the way you lead

Learn continuously

Think differently

Success principals

Take Away

On attending the training, the participants will understand the importance of customer orientation & the need to build long term relationships with dealer teams to be able to effectively perform their role & meet organisation targets.

Objectives

Improve service functionalities' relationship & interaction with dealer principal, dealer staff & vehicle user

Evolve an understanding of the cross functional team working with a view to offer an enhanced experience to dealerships & vehicle user

Who should attend?

Operative level, Middle level, Senior level

What is the duration?

1 day, 2 days, 3 days, 3 ½ days

[choose duration](#)

Interaction language

Hindi, English, Hindi/ English

Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Anecdotes

Role plays

Games

Q & A

To benefit from this training workshop as an organization or, an individual or, a group, please [contact us](#).

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