



TQM school



Learning Solutions



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 1/2 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

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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.

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