



DEALER INSTITUTE

# PEOPLE-SMART LEADERS

DEVELOPING PEOPLE TO GROW YOUR BUSINESS



The People-Smart Leaders course equips management personnel with essential training to enhance leadership skills, boost employee satisfaction and productivity, and drive profitability. This curriculum-based program consists of three 2-day modules, each led by a subject matter expert. In addition to expert instruction, participants engage in post-module activities designed to reinforce learning and facilitate real-world application at their dealership.

## How You Benefit

By attending this course, participants can develop the necessary skills to effectively lead their teams, enhance employee satisfaction and productivity, and ultimately contribute to the dealership's overall success.

## Who Should Attend

Recommended attendees are individuals in leadership positions within the dealership should attend the People-Smart Leaders course. This includes managers, team leaders, supervisors, and any personnel with responsibilities related to managing and leading others.

## ✓ MODULE 1

### People-Smart Leadership

- Improve Organizational Effectiveness
- Minimize Costly People Issues

### Leadership Self Awareness

- Improve Employee and Customer Satisfaction

### Leadership and Teamwork Values

- Improve Employee Commitment and Production

### Leading Change While Dancing Resistance

- Implement Change Easier, Faster and More Profitably

### 12 Leadership Principals

- Improve Employee Motivation

### Autocratic vs. Participatory Leadership

- Improve Organizational Performance Leading to Net Profits

## ✓ MODULE 2

### Dealership Vision, Mission, and Values

- Providing Meaning, Direction, and Increased Commitment

### Personal Vision, Mission, and Values

- Improve Quality of Life
- Stronger Commitment to the Dealership

### Working Differently with Different People

- Effectively Managing Personality Conflicts
- Maximize Working Relationships and Profitability

### Collaboration

- Create Win/Win Agreements
- Maximize Teamwork Both Within and Between Departments

### Positive Leadership

- Improve Morale and Productivity

### Leadership Resiliency

- Recovering from Disappointments
- Improve Organizational Efficiency and Recover Quicker

## ✓ MODULE 3

### Leadership Passion

- High Performance Leaders Create High Performing Dealerships

### Positive Work Environment

- Leadership is Easier and More Effective

### Toxic Leadership

- Minimizing Toxic Behaviors
- Improve Employee Moral and Production

### Employee Motivation

- Create an Engaged Team
- Maximize Employee Satisfaction
- Peak Performance and Profits

### Talent Development

- Optimal Dealership Impact

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