



Dealer Pain Points

by NADA UNIVERSITY

Resolved

Pain Point Topic:

Today's Date:

TICK TOCK	30-MINUTE MEETING	
5 minutes	Greetings & Donuts (<i>brain food</i>)	Doesn't have to be donuts. Has to be food!
5 minutes	View Dealer Pain Point Video. Notes:	Turn on the big screen. Go to www.NADAuniversityBlog.com .
5 minutes	Do we feel this "pain"? Notes:	Discuss departments affected, reality of the situation. Identify our problem(s), risks, opportunities.
5 minutes	What's the goal? Notes:	Discuss what "should be." Refer to NADA guidelines. Can it be that way at our dealership? Why or why not? Identify process deficiencies, skill development needs, accountability gaps, stakeholders.
10 minutes	How do we reach it? Notes:	Discuss how to fix what's wrong. Review Pain Point Learning Resources PDF, identify actions to take, consider training, testing, tracking through NADA University.



Enough talk — time for ACTION.
Create a game plan with **ASSIGNMENTS.**

WHO	Does WHAT	By WHEN
1.		
2.		
3.		

Make sure there is a follow-up process in place! Inspect what you expect and it will get done.