



Fleet Maintenance Managers *and* Supervisors Seminar



- Effective Communication
- Employee Development
- Effective Delegation
- Working with Budgets
- Managing Key Performance Indicators

Whether you are new to the Fleet Management Team, or a veteran, this seminar will provide ideas and techniques that will enhance your management skills.

Seminar Dates
April 12, 2006
 &
April 13, 2006
 At the
Doubletree Club Hotel Atlanta Airport



2153 E. Main Street
 Suite C-14 #301
 Duncan, SC 29334

Stamp

To:

As a manager or supervisor, you never know what you will face from day to day. You have to



manage employees, juggle priorities, and delegate work while trying to find the time to think about your own professional development.

When you find ways to inspire people to do their best, this makes your challenges more manageable. Becoming a more effective leader is a tough assignment in today's workplace. That is why we have packed so much into one day. We know how valuable your time is and we have a lot of information waiting for you.



Take a look at the next couple of pages and decide for yourself if you could benefit from the information that will be provided at this one day seminar designed just for Fleet Maintenance and Managers and Supervisors.

The Fleet Maintenance Managers & Supervisors Seminar Registration Form

Fax this Form Toll Free to 866.347.5012

Note: One registration form per attendee. If you have registered by phone, fax, or email and paid with a credit card, it is not necessary to return this form.

I will attend the following Seminar:

- April 12, 2006** ■ Doubletree Club Hotel Atlanta Airport, Atlanta, GA
- April 13, 2006** ■ Doubletree Club Hotel Atlanta Airport, Atlanta, GA

Please print or type:

First Name Last Name

Name as you would like it to appear on the certificate:

Title Email Address:

Company Name

Street Address (1)

Street Address (2)

Payment Information: (please include payment with this registration)

- Check enclosed. Payable to : Fleet Group, Inc
Check # _____ 2153 E. Main St.
Suite C-14 #301
Check Amount \$ _____ Duncan, SC 29334

- Charge to Credit Card
- Master Card
- Visa
- American Express

Card Number

Exp. Date

Card Holder Name

Signature of Card Holder

Date

Seminar Tuition: \$450.00 per person

Please call for special rates for two or more attendees.

To Register:

By Phone: 1.888.362.6172

By Fax: 1.866.347.5012

By Mail: Send To: Fleet Group, Inc
Attn: Fleet Seminar
2153 E. Main St
Suite C-14 #301
Duncan, NC 29334

1. For the fastest service, phone 1.888.362.6172. Our representatives will be happy to take your registration.
2. If you prefer to fax us your registration, fax the form found on page 7 to 1.866.347.5012. Please include credit card information, or mail your payment before the conference date.
3. Of course, you can complete the enrollment form, clip it, and mail it with your payment to the address listed above.

Whatever your method of registration, be sure to enroll right away as space is limited. As soon as we receive your payment, we will send your confirmation letter that you will need to bring to the seminar. If you are registering ten (10) days or less prior to the seminar date you will need to register by phone 1.888.362.6172

Cancellations and substitutions:

Cancellations received up to five working days before the conference are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire conference fee, substitutions may be made at any time. Fleet Group reserves the right to cancel at any time for any reason.

Eight things you will take away from this one day seminar.....

1. Techniques for effective communication
2. Time management techniques
3. Effective Delegation
4. Systematic steps for decision making
5. Recruiting and interview techniques
6. Understanding and working with budgets
7. Working with KPIs (Key Performance Indicators)
8. Methods for better customer satisfaction

If you would like more information about this or other services that Fleet Group has to offer, such as our Maintenance Analysis, wherein we take a look at your overall maintenance operations at no cost to you, or our PM Training class, visit our website at www.fleetgroup.us.



TOPICS THAT ARE COVERED DURING THIS SEMINAR.....

COMMUNICATION

- Proper phone skills
- Written, verbal and non-verbal

DELEGATION

- Knowing what to delegate, and when
- Coaching

EMPLOYEE DEVELOPMENT AND SUPERVISION

- Training
- Appraisals
- Setting expectations
- Measuring performance
- Motivators and de-motivators
- Discipline, consistent enforcement
- Inclusions / empowerment
- Employee satisfaction

DECISION MAKING

- Analyze / evaluate the situation
- Ask the right questions
- Consider all the facts
- Get input from others

TIME MANAGEMENT

- Planning and scheduling
- Organizational skills
- Balancing personal and professional time
- Priorities

CUSTOMER CARE

- Analyze / understand customer needs
- Handling unhappy customers
- Meeting / exceeding expectations
- The 4 A's
- Acknowledge, appreciate, affirm, assure

POLICIES, STANDARDS & PRINCIPLES

- Implementing and enforcing
- Creating new ones or redesigning existing ones

Still Haven't Decided to Attend?

Here is what some of our attendees had to say about the seminar...

FLEET GROUP

I feel that this information will really help once I'm back in the shop. I never realized that I needed to manage delegation...

Gene W.
Shop Supervisor

This seminar helped me understand how to plan and actually understand my budget. It helped me have a better idea on how to stay within my forecasted budget...

Frank R.
Service Manager

When they first told me I had to come to this class I thought it was going to be a waste of my time, but I really learned a lot and I am glad I came.

Wayne Q.
Shift Leader