

Effective
Communication

Employee
Development

Effective
Delegation

Working with
Budgets

Managing
Key Performance
Indicators



Fleet Maintenance Managers *and* Supervisors Seminar



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.

Please visit our
website
www.fleetgroup.us for
the dates of the next
seminar in your area.

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.



*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

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...

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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

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.

Seminar Tuition: \$450.00 per person

Please call for special rates for two or more attendees.

To Register:

By Phone: **866-556-0412**

By Fax: **866-347-5012**

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

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1. For the fastest service, phone 866-556-0412. 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 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 866-556-0412

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.

The Fleet Maintenance Managers & Supervisors Seminar Registration



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:

- Day One, Month** _____ / **Day** _____ / **Year** _____
- Day Two, Month** _____ / **Day** _____ / **Year** _____

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)



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Card Holder Name

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