

Sample Weekly Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday			
8am								
9am	Ineffectiveness of Trial Closes	How to Create a Great First Impression	Understanding the Customer	Objection 3: Is That Your Best Price	Characteristics of a Salesperson			
10am	Common BDC Mistakes	Characteristics of a Boss	Advanced F&I Menu Techniques	The Objection Conversion	How to Create A Customer for Life			
11am	How to Motivate a Sales Force	Tailoring the Service Contract	How to Get Out of a Mental Slump	Selling to Lost Service	Difference Between Closing & Negotiating			
12pm	Obj 1: Taking Home a Copy of the Worksheet	Common Signs of Poor Leadership	10 Daily Prospecting Tips	6 Areas that Hurt Shop Productivity	Choosing the Right Car			
1pm	Entry Level Sales (Day 1)	Prospecting & Follow-Up (Day 1)	Entry Level Sales (Day 2)	Prospecting & Follow-Up (Day 2)	Entry Level Sales (Day 3)	Entry Level Sales (Day 4)	Entry Level Sales (Day 5)	
2pm								Open Forum
3pm								Value of a Service Walk
4pm	Effective Sales Meetings	How to Handle a Service Be-Back	Advisors: How to Plan Your Day	Air Filters - The \$25,000 Profit	A Formula for Selling 1 Car per Day			
5pm	Logic Trapping Your Way to a High PVR & Product Index	Best 7 Words to Close a Deal	Negotiating for Gross	How to Handle Irate Customers	Negotiating for Gross			
6pm								

	Multi-Day Classes
	Sales
	Management
	F&I
	Fixed Ops
	Open Forums
	Live with David Lewis

Single Classes are 30 Minutes

Multi-Day Classes are 2.5 Hours

(All Times are Eastern Standard Time)

DLA Online / DLA Live