



# F & I Series

## 2019 Q1 Online-Live Calendar

January						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

### COURSE DESCRIPTIONS

- FI101 Vision & Strategy** – How to maximize F&I profit through a client-centric process. Understand and practice the four key ingredients to a client-centric process.
- FI102 Gaining Rapid Rapport** – Applying Pace/Lead to quickly establish engagement and rapport rapidly
- FI103 Rediscovering Motive & Decision** – Learn the three unique strategies to uncover, leverage, and align yourself, products, protections, and offerings with the client
- FI104 Best Ideas** – Expose your team to the 10 most unique and powerful best practices that best-of-breed F&I departments execute today
- FI105 Telling a Compelling Story and F&I Map** – Stories sell, and facts tell. Learn how to craft a three-minute engaging, relevant, and motivating story that encompasses all your offerings.
- FI106 Overcoming F&I Objections I** – Learn how to masterfully overcome the popular objections an F&I department is confronted with daily
- FI107 Overcoming F&I Objections II** – Learn how to masterfully overcome the popular objections an F&I department is confronted with daily
- FI108 Preventing Buyer's Remorse** – Learn five simple techniques on how to decrease your rescission rates on products and protections sold by leveraging "election" rather than "pressure" as the primary reason for purchasing

### Access Your Training Site

[www.yourpersonaluniversity.com](http://www.yourpersonaluniversity.com)

- No pre-registration for classes
- Access class up to 15 minutes before the scheduled time
- Classes are closed 1 minute after the scheduled start time

### Learning Toolbox

*Additional features located left of your courses*



Click the Play button to attend class



Access course workbooks, view the class schedule and send calendar reminders



**Dial In:** Use Phone Option to hear the instructor. Dial in on your phone. Enter Conference ID 42870#, when prompted. Then enter Your Personal User ID.

### Daily Schedule

#### Monday and Wednesday

#	NDT	AT	ET	CT	MT	PT
101	11:00a	10:30a	9:30a	8:30a	7:30a	6:30a
102	12:00p	11:30a	10:30a	9:30a	8:30a	7:30a
103	1:00p	12:30p	11:30a	10:30a	9:30a	8:30a
104	2:00p	1:30p	12:30p	11:30a	10:30a	9:30a
105	4:00p	3:30p	2:30p	1:30p	12:30p	11:30a
106	5:00p	4:30p	3:30p	2:30p	1:30p	12:30p
107	6:00p	5:30p	4:30p	3:30p	2:30p	1:30p
108	7:00p	6:30p	5:30p	4:30p	3:30p	2:30p

#### Tuesday and Thursday

#	NDT	AT	ET	CT	MT	PT
105	11:00a	10:30a	9:30a	8:30a	7:30a	6:30a
106	12:00p	11:30a	10:30a	9:30a	8:30a	7:30a
107	1:00p	12:30p	11:30a	10:30a	9:30a	8:30a
108	2:00p	1:30p	12:30p	11:30a	10:30a	9:30a
101	4:00p	3:30p	2:30p	1:30p	12:30p	11:30a
102	5:00p	4:30p	3:30p	2:30p	1:30p	12:30p
103	6:00p	5:30p	4:30p	3:30p	2:30p	1:30p
104	7:00p	6:30p	5:30p	4:30p	3:30p	2:30p

For questions, contact: 800.929.8478 | [DealershipUSupport@cdk.com](mailto:DealershipUSupport@cdk.com)

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