



# Road to the Sale 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

- RTS101 Survival Skills & Automotive Basics** – Learn dealership structure, industry history, and the 10 keys to survive and thrive every day
- RTS102 Establishing a Business Relationship** – Learn how to establish a professional relationship for doing business now and into the future. Set all the right impressions at the first handshake.
- RTS103 Needs Fulfillment** – Identify key criteria, "hot and cold buttons", impulse needs, and create a strong desire for a presentation
- RTS104 Picture Perfect Presentation** – Eight keys to great presentations that entertain, engage, educate, separate, create desire, and are interactive and comprehensive
- RTS105 Value Building Demonstration** – The commitment is the easy part of selling; the value is the toughest. When you fail or struggle to build value, gaining commitments becomes nearly impossible. Learn how to cause the "interest level" to meet the "buying level."
- RTS106 Negotiation Basics** – Learn 10 critical questions to ask that guarantee a customer's commitment or purchase reason
- RTS107 Apply the Proper Close** – Go beyond techniques and learn how to dovetail to a close with every customer
- RTS108 Finalizing the Deal and Delivery** – The closing of the deal represents just the beginning of a prosperous relationship. Be professional, organized, and get to the point, not stuck in the details.

### 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 42868#, when prompted. Then enter Your Personal User ID.

### Daily Schedule

Monday and Wednesday							Tuesday and Thursday						
#	NDT	AT	ET	CT	MT	PT	#	NDT	AT	ET	CT	MT	PT
101	11:00a	10:30a	9:30a	8:30a	7:30a	6:30a	105	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	106	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	107	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	108	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	101	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	102	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	103	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	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)

CDK Global, LLC / 1950 Hassell Rd, Hoffman Estates 60169 / [cdkglobal.com/solutions/consulting](http://cdkglobal.com/solutions/consulting)

