



Road to the Sale Series

2019 Q2 Online-Live Calendar

April						
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				

May						
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	

June						
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
23/30	24	25	26	27	28	29

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

- 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

#	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

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