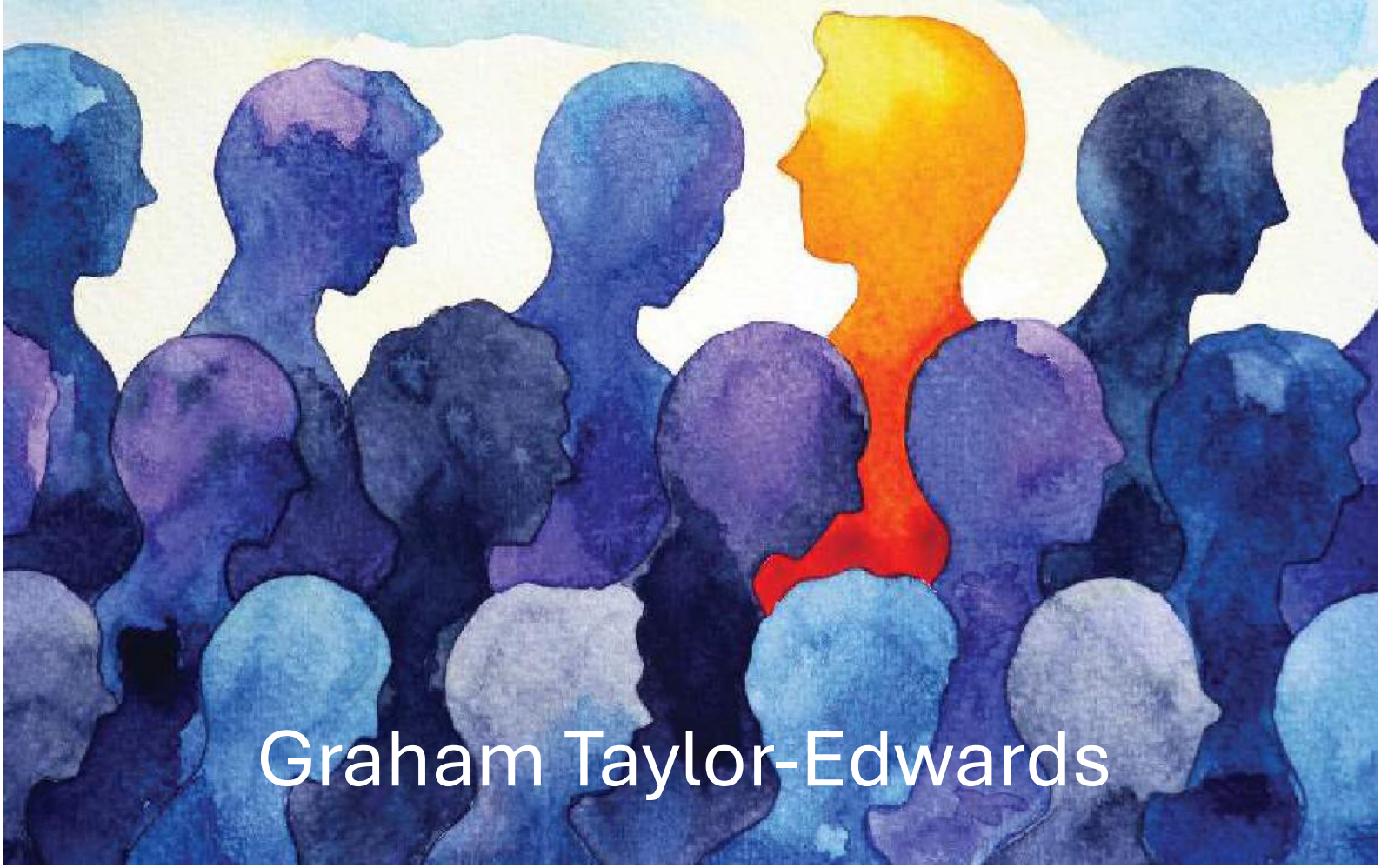


CHARTING YOUR COURSE

First 60 days as the new manager



Graham Taylor-Edwards

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COURSE INTRODUCTION

Stepping into a managerial role is a significant milestone, filled with opportunities and challenges. Whether you're transitioning from a peer to a leader, entering a new organization, or taking on a different team, the first 60 days are crucial in setting the tone for your leadership journey. This course is designed to equip you with the tools, strategies, and insights needed to navigate this critical period effectively.

What You'll Learn

By enrolling in this course, you will:

- **Understand the Importance of the First 60 Days:** Recognise why this period is pivotal in establishing your leadership presence and building credibility.
- **Develop a 30-60 Day Action Plan:** Craft a structured plan that outlines clear objectives, priorities, and milestones to guide your initial efforts.
- **Build Effective Relationships:** Learn techniques to foster trust and rapport with your team, peers, and superiors.
- **Assess Team Dynamics and Performance:** Gain skills to evaluate team strengths, identify areas for improvement, and align team goals with organisational objectives.
- **Communicate Vision and Expectations:** Master the art of articulating your vision, setting expectations, and providing constructive feedback.
- **Navigate Organisational Culture:** Understand how to assimilate into the existing culture while introducing positive changes.
- **Lead Through Change:** Acquire strategies to manage transitions, such as team restructuring or process overhauls, with confidence and empathy.

Course Structure

Identify the specific headings and timelines and implement any coaching or training requirement for each segment as required.

Why Take This Course?

Embarking on a new managerial role without a clear roadmap can lead to uncertainty and missed opportunities.

- Accelerate your transition into leadership
- Avoid common pitfalls faced by new managers
- Establish a strong leadership presence
- Drive team engagement and performance

By the end of this course, you'll have a comprehensive plan and the confidence to lead your team effectively from day one.

Ready to Lead with Confidence?

Stepping into a managerial role, especially as a young manager can be challenging when leading a seasoned automotive sales team. To navigate this transition effectively, a structured 60-day plan focusing on relationship-building, goal-setting, hiring, and relocation is essential.

DAYS 1–30: BUILD TRUST, LEARN, AND PREPARE

1. UNDERSTANDING THE CHANGE INTERNALLY

- Present state
- Identifying change opportunities
- The seven dynamics of change
- The difference between autocratic and democratic change
- Getting prepared to lead the team to change

2. MANAGE THE CHANGE EXTERNALLY

- Leading and managing the process
- Monitoring and manage by walking around (MBWA)
- Future state

3. ESTABLISH CREDIBILITY AND BUILD RELATIONSHIPS

- **Conduct One-on-One Meetings:** Engage each team member individually to understand their motivations, challenges, and aspirations. This personal approach fosters trust and shows genuine interest in their success.
- **Acknowledge Their Expertise:** Recognise the team's experience and achievements. Express appreciation for their contributions, reinforcing that their insights are valued.
- **Demonstrate Humility:** Admit areas where you're still learning and seek their input. This openness can bridge generational gaps and encourage collaboration.

TAKE AWAY NOTES

TAKE AWAY NOTES

4. ASSESS WHERE THEY ARE AT NOW

- **Review Performance Metrics:** Analyse sales data, customer feedback, and market trends to identify strengths and areas for improvement.
- **Evaluate Processes:** Examine existing sales processes, customer relationship management systems, and marketing strategies to pinpoint inefficiencies or outdated practices.

5. COMMUNICATE TRANSPARENTLY ABOUT UPCOMING CHANGES

- **Relocation Plans:** Inform the team about any impending move, including timelines and benefits of the new premises. Encourage questions and address concerns to ease the transition.
- **Hiring Needs:** Discuss the need for new hires, emphasising how additional team members will support existing staff and contribute to overall goals.



DAYS 31–60: IMPLEMENT CHANGES AND DRIVE PERFORMANCE

1. SET CLEAR, COLLABORATIVE GOALS

- **Define SMART Objectives:** Work with the team to set Specific, Measurable, Achievable, Relevant, and Time-bound goals that align with company vision and individual aspirations.
- **Regular Check-Ins:** Establish weekly or bi-weekly meetings to monitor progress, celebrate successes, and adjust strategies as needed.

2. LEAD THE HIRING PROCESS

- **Involve the Team:** Include experienced team members in interviews to assess cultural fit and leverage their insights.
- **Understand the three-dimensional interview:** Commitment, Capability and Chemistry.
- **Onboard Effectively:** Develop a comprehensive onboarding plan for new hires, ensuring they integrate smoothly and understand company values and expectations.

3. MANAGE THE RELOCATION SMOOTHLY

- **Coordinate Logistics:** Assign responsibilities for packing, setup, and communication to ensure a seamless move.
- **Celebrate the Transition:** Organise an opening event or team gathering at the new location to boost morale and mark the new chapter.

LEADERSHIP TIPS FOR MANAGING EXPERIENCED TEAMS

- **Respect and Recognition:** Consistently acknowledge the team's experience and contributions. This respect fosters loyalty and motivation.
- **Open Communication:** Maintain transparency about decisions and changes. Encourage feedback and be receptive to suggestions.
- **Lead by Example:** Demonstrate commitment, integrity, and a strong work ethic. Your actions set the tone for the team's behaviour.
- **Continuous Learning:** Stay informed about industry trends and best practices. Share knowledge and encourage professional development within the team.

By following this structured approach, you'll build credibility, foster a cohesive team environment, and drive performance during this pivotal period. Remember, leadership is about guiding and supporting your team towards shared success.

TAKE AWAY NOTES

Stepping into the role of a new manager is both an exciting opportunity and a significant responsibility. Leading a team to achieve the ambitious goal of selling vehicles and meeting monthly targets requires not just strategic planning but also consistent execution and adaptability.

Remember, success in this role isn't solely about hitting numbers; it's about building a cohesive team, fostering strong customer relationships, and continuously refining your sales strategies. Each interaction, each sale, and each challenge is a chance to learn and grow.

Embrace the journey ahead with confidence and determination. Practice your sales techniques regularly, seek feedback, and encourage your team to do the same. By cultivating a culture of continuous improvement and resilience, you'll not only meet your sales targets but also set new benchmarks for excellence.

Stay focused, stay motivated, and lead with purpose. Your dedication and leadership will drive your team's success and leave a lasting impact on your dealership's performance.

GT

CREATE A LIST OF TRAINING REQUIREMENTS

ABOUT US

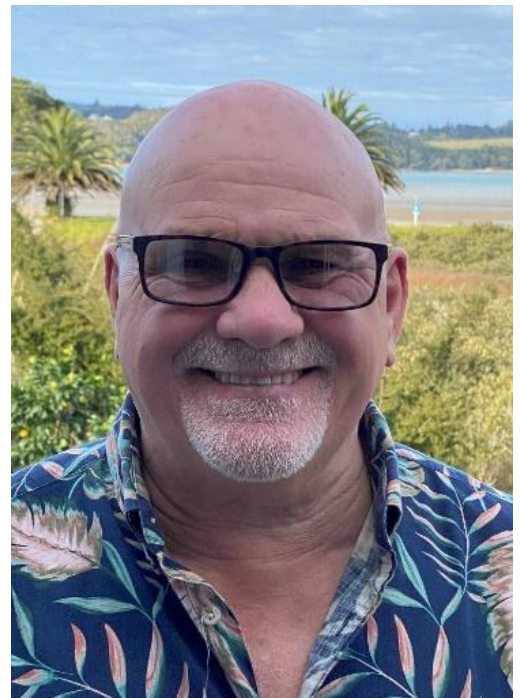
Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following qualifications:

- Advanced Diploma of Leadership and Management
- Diploma in Automotive Management
- Diploma of Training and Education and Design
- Certificate IV in Finance and Mortgage Broking
- Certificate IV in Business Sales
- New Zealand Certificate in Marketing
- NLP Practitioner



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