

TRAVER ONLINE-LIVE

2ND QTR 2012



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

S	M	T	W	T	F	S
1	2	3	4	5	6	7
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22	23	24	25	26	27	28
29	30					

S	M	T	W	T	F	S
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
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27	28 Holiday	29	30	31	1	

S	M	T	W	T	F	S
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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

Monday and Wednesday*					Tuesday and Thursday*				
#	ET	CT	MT	PT	#	ET	CT	MT	PT
101	9:30a	8:30a	7:30a	6:30a	105	9:30a	8:30a	7:30a	6:30a
102	10:30a	9:30a	8:30a	7:30a	106	10:30a	9:30a	8:30a	7:30a
103	11:30a	10:30a	9:30a	8:30a	107	11:30a	10:30a	9:30a	8:30a
104	12:30p	11:30a	10:30a	9:30a	108	12:30p	11:30a	10:30a	9:30a
105	2:30p	1:30p	12:30p	11:30a	101	2:30p	1:30p	12:30p	11:30a
106	3:30p	2:30p	1:30p	12:30p	102	3:30p	2:30p	1:30p	12:30p
107	4:30p	3:30p	2:30p	1:30p	103	4:30p	3:30p	2:30p	1:30p
108	5:30p	4:30p	3:30p	2:30p	104	5:30p	4:30p	3:30p	2:30p

*Exceptions may apply during holidays

To JOIN YOUR TRAINING SESSION

- Go to <http://adp.intevista.com/>
- Conference number: 1-800-377-0237, participation code: *provided with specific training schedule*

TRAVER RESOURCES WEBSITE

www.travercoach.com/tol-resources/

COACH'S CORNER

www.travercoach.com

COACH'S CORNER (FRIDAYS ONLY)

Coach's Corner provides an opportunity for feedback to individuals who use the tools and materials taught in online training. These one-one sessions are delivered each Friday of the training week by conference call. Previous course attendance is a **requirement before signing up for a coaching session**. Each dealership can reserve up to three 20-minute coaching sessions

E-COMMERCE

EC101	Auto Responder Best Practices
EC102	Communication Skills
EC103	Beginning the Engagement
EC104	Continuing the Engagement
EC105	Recognizing Personalities via E-mail
EC106	Re-engaging Your Internet Leads
EC107	Maximizing Your Internet Opportunities
EC108	The 35-Day Relationship

BUSINESS DEVELOPMENT

BD101	Gathering Guest Information
BD102	Communication Skills for Today's Customers
BD103	Incoming Phone-up Mastery
BD104	Why FUFU?
BD105	Objection Mastery I
BD106	Objection Mastery II
BD107	Owner Loyalty I
BD108	Owner Loyalty II

F&I SERIES

F1101	Vision & Strategy
F1102	Gaining Rapid Rapport
F1103	Rediscovering Motive & Decision
F1104	Best Ideas
F1105	Telling a Compelling Story and F&I Map
F1106	Overcoming F&I Objections I
F1107	Overcoming F&I Objections II
F1108	The Lease End Process

ROAD TO THE SALE

RTS101	Survival Skills and Automotive Basics
RTS102	Establishing a Business Relationship
RTS103	Needs Fulfillment
RTS104	Picture Perfect Presentation
RTS105	Value Building Demonstration
RTS106	Negotiation Basics
RTS107	Apply the Proper Close
RTS108	Finalizing the Deal and Delivery

LEADERSHIP DEVELOPMENT

LD101	Building a Winning Team
LD102	Implementing Positive Change
LD103	10 Styles of Effective Leadership
LD104	Motivating a Winning Team
LD105	Coaching vs. Managing
LD106	Leading by Objectives
LD107	The Clock & The Compass
LD108	Most Common Mistakes

LEASING PRESENTATION

LP101	Introduction to Leasing
LP102	Leasing Terminology and Calculations
LP103	Benefits of Leasing
LP104	Integrating Leasing in the Sales Process
LP105	Presenting the Lease Alternative
LP106	Objections and Concerns
LP107	Generating Lease Renewals
LP108	The Lease End Process

WEBDESKING

WD101	Webdesking Overview
WD102	Tips & Tricks I (Customer Viewpoint)
WD103	Tips & Tricks II (Dealer Viewpoint)
WD104	Webdesking Second Pass
WD105	Advanced Webdesking
WD106	Sales Presentation I
WD107	Sales Presentation II
WD108	Quarterly Optimization Strategy

SERVICE DEVELOPMENT

SD101	Implementing the Service Appointment Model
SD102	Top 10 Service Objections
SD103	Mastering the Incoming Service Call
SD104	First-Time Service Scheduling
SD105	Increase Customer Satisfaction
SD106	Creating Service Loyalty
SD107	Implementing the Complaint Resolution Plan
SD108	Re-delivery Mastery