

Are you a future **Service Manager?**

Get your career moving in
the right direction with...



AFTERSALES EVOLUTION 2020 FREQUENTLY ASKED QUESTIONS

What support will I get?

As well as support from your manager you will have a mentor who will guide through the programme. Coaches and Mentors will assist you with your learning, share their experience of the role, and help you to shape your career through regular progress updates and personal development planning. The Talent Coordinator will also be there to support you throughout the course of the programme.

Will I be based at my current dealership?

Initially yes, you will continue in your current role. However, as you progress through **AFTERSALES EVOLUTION 2020** you may need to gain additional experience at other dealerships. This could be short term shadowing experience at another dealership in your region to meet a training need or complete your work based tasks. Or longer term if you apply for a new job either in your region or further afield.

Will I have to travel?

Yes. You will attend events and training courses at various locations. Although some will be regionally based, more than often there will be travel and an overnight stay.

Will I have to do additional work?

Yes. You will have work-based learning based on the duties of the role you are aspiring to and there will be tasks to complete as part of this which will be in addition to your usual duties.

What happens if I cannot complete my work based learning and tasks?

You should highlight any difficulties with your Coach or Mentor in the first instance. Regardless your progress through **AFTERSALES EVOLUTION 2020** will be monitored by your Mentor and the Talent Coordinator on a quarterly basis. You will be assessed against expected progression at each stage and any development areas will be addressed through your quarterly reviews and development plans. There may be occasions where it is

deemed a delegate not suitable for **AFTERSALES EVOLUTION 2020**, or where the programme is preventing them performing in their role. In the unlikely event that this is the case there will be conversations with all parties to address any issues.

Will I get time in work to do everything?

In many cases there will be scope to complete training and work based learning during your normal working hours. This will have to be agreed with your manager. There will however be a significant amount of work and you will have to be prepared to invest your own time in this development programme.

Do I have to attend all the training?

Yes. Many of the training courses are delivered specifically for **AFTERSALES EVOLUTION 2020** delegates therefore if you do not attend you will miss valuable learning and development opportunities that will not be repeated. Of course there may be exceptional circumstances that mean you cannot attend in which case your development needs will be assessed and where possible an alternate method sourced.

Am I guaranteed a Service Manager role at the end of AFTERSALES EVOLUTION 2020?

No. You will not automatically move in a new role at the end of the programme. You will however your progress will be monitored throughout the programme to ensure you are on track and have the skills, knowledge and experience to allow you to make confidently apply for positions that are advertised. Providing you have made sufficient progress throughout the programme you will be placed in our talent pool to be considered for suitable opportunities that become available. Many **AFTERSALES EVOLUTION 2020** graduates have been successful in securing promotion following the programme. It's worth bearing in mind that you may have to be flexible in relocating to a different dealership if your dream job becomes available.