

PROGRAMME: **FIRST LINE MANAGEMENT (LEVEL 4)**
EMPLOYER: **EBBETT, NZ**
FACILITATOR: **ANDREW**

“This course taught me a lot about how to deal with people.”

When Luzzane began studying, she set up a project based on opportunities she could see, in order to maximise returns in the dealership where she works. These returns would not only benefit her department (Finance and Insurance) but would also benefit other work colleagues and the dealership. She could see that by using a set process with all customers she could make a difference and increase sales for the whole organisation.

Luzzane admits that she did have to ‘start off with a treat of coffee, donuts and biscuits, and there were a few conversations with the Dealer Principal involved to get everyone on board across the dealership.’ She says it took a couple of weeks of trials and testing the new process, but soon her colleagues realised that she wasn’t imposing or taking anything away from them, in fact she was actually adding value.

Luzzane explains,

“With every deal I asked the same questions. It became a process with every customer, and we pretty much saw immediate results.”



Her workmates came to understand that there were opportunities in the outcome for them. Soon they realised it meant better returns, happier customers, and better surveys. Luzzane not only reached her goals, but her colleagues reached theirs.

‘From this course, I’d definitely say I learnt a lot about how to deal with people. It was good to learn different styles of approaching people, like establishing a rapport with customers and building on that before going into more serious things. I don’t just shoot straight from the hip anymore. Doing that from the get-go is likely to result in a negative response and I’m now able to apply a better approach.’