

2016 Elite Pro Service Leadership Conference

Post Conference Action Items

1. Put together a plan for how you are going to apply what you have learned.
2. Revisit your Elite Customer Care Guide.
3. Prepare for the spring Meetings -
 - 3a. Report on the dinners you have with your techs
 - 3b. Provide the profile of your ideal A.P. Mentor
 - 3c. Provide your mentor & apprentice pay plans
 - 3d. Provide the first 6 months of your career track for an apprentice technician
4. Read at least 1 book this year that is relative to your roles and responsibilities.
5. Most importantly, share your vision, believe in your mission and believe in your people.

Elite recommended reading list

How to Win Friends & Influence People
by Dale Carnegie

The One Minute Manager series
all by Kenneth Blanchard

The 7 Habits of Highly Effective People
by Stephen Covey

The Toyota Way
by Jeffery Liker

The 5 Questions, The Effective Executive & The Daily Drucker
all by Peter Drucker

Ethics 101
by John Maxwell

