

AGCO Academy & Technician Tracts

Focus on the AGCO Academy portal and how to best utilize employee management tools available through the Academy. Presenters will cover tips and tricks, how to track employee growth, and understanding the service manager's role. New technician tracts/training paths will be unveiled.

Five Star

Discover the best method for tracking Five Star requirements and how to develop a plan to achieve Five Star status.

Parts

PM360, POD, Accessories, Quick Reference and future programs will all be show cased.

Service Training Equipment Sessions

Review new products, changes to equipment, top 10 issues and pre-delivery inspection for each product. Session will be co-facilitated by Technical Service Trainers and TS&S Specialists.

Warranty

Important policies, recent policy changes and FAQ's.

Professional Development

Build managers toolkit by giving them teambuilding, communication, and leadership skills that will ensure their dealership and team run more effectively and efficiently.

Effective Management

Focus on recruitment and retention strategies, and best practices for developing effective employee evaluations and career development plans. Also, hiring, training, motivation and retention of top quality service talent.

Internal/External Customer Service

Focus on how to provide the best internal and external customer service for our dealerships.

Marketing Your Brand and Sales

Focus on how to best market your dealership and service departments "brand" as well as the important steps to showcasing what each piece of equipment has to offer the customer. Furthermore, understand how to market service features, technician to customer relations, and how to close the service sale.

Dealership Return on Investments

Utilizing the Key Performance Indicators to enhance your return on investments, grow your loyal customer base, maintain a relationship with the customer and gain market share.

SOURCE

Live demonstrations on how to best utilize SOURCE.