



VISPERIO

THE FUTURE OF FIXED OPS TRAINING

Experience the Next Generation of
Dealership Professional Development

7 REASONS YOUR TEAM IS STRUGGLING WITH TRAINING

DISCOVER TRAINING
SOLUTIONS INSIDE!

FREE
TRAINING



LEAD WITH CONFIDENCE:
SEVEN DAILY ESSENTIALS
FOR GENERAL MANAGERS

TRANSFORM YOUR DAY
IN JUST 10 MINUTES

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EMBRACE



kindness

[kynd-nuhs] noun

The quality of being friendly, generous, and considerate. The courage to be truthful and open without expecting praise or reward. The quality of demonstrating care, goodwill, understanding, and grace in your action and your words.

"No truth shared, no matter how simple, is ever without impact."



MEET VISPERIO

[viz-PEER-ee-o]

We are frequently asked two questions: how to pronounce our company's name and what it signifies. In founding the company, choosing a name that embodied our core mission and passion was crucial. We combined two Latin words, "vis," meaning "the power to," and "comperio," meaning "to learn or discover," to create our company name: VISPERIO. Our purpose was to select a name to represent what we offer our customers – the ability to learn and discover. When you partner with VISPERIO, you gain access to the same attention to detail and commitment to success that went into the creation of the company itself.

CUSTOM TRAINING SOLUTIONS TO IMPROVE YOUR FIXED OPERATIONS PERFORMANCE AND PROFIT

TRAIN, DEVELOP & RETAIN YOUR MOST VALUABLE ASSET – YOUR TEAM

We created VISPERIO because we noticed a lack of effective training solutions in the industry. There is a lot of good information available but the current training approach isn't focused on empowering and leading people to long-term success. Instead of disrupting the service drive and hoping that newly discovered information will be effectively used when the correct moment arises, we created a new method to provide practical and tactical daily solutions to optimize each individual's current skill set and unique learning style. Our tailored people-first approach allows individuals to utilize consistent training through our online academy and resource library. By partnering with our team of fixed operations trainers we provide 1:1 dedicated training sessions to ensure continued accountability and growth for each team member.

Our trainers guide each individual through the training academy offering on-demand support and live feedback ensuring that each trainee spends their time in the areas that will benefit them the most. VISPERIO is the first and only customized training platform designed to empower each individual, providing daily solutions, tools, and career skills for long-term success.



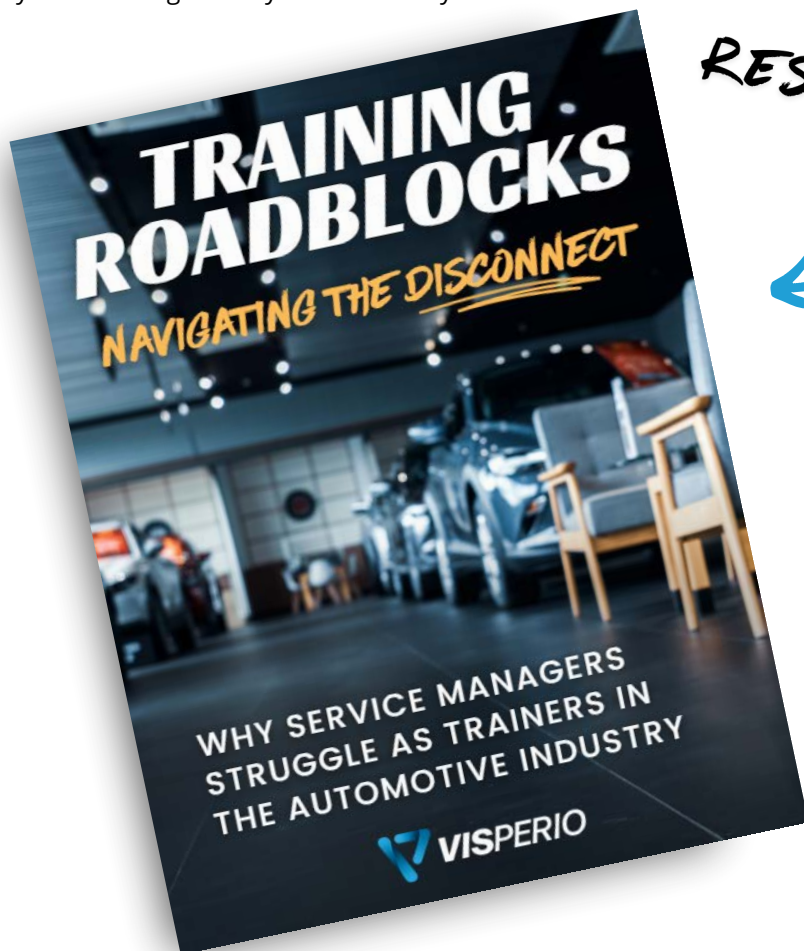
RESOURCES

GAIN UNLIMITED ACCESS TO THE VISPERIO RESOURCE LIBRARY

Discover VISPERIO's library with easy-to-use, practical solutions tailored to your daily needs. Our collection is packed with successful strategies from some of the top dealerships across the country. When you partner with VISPERIO, you gain exclusive access to a wealth of ongoing training materials and resources. Our comprehensive library is filled with engaging, straightforward content that's ready for you to utilize right away. You'll find everything from insightful one-on-one interviews with General Managers to helpful tips from top performing Service Advisors and Fixed Operations leaders.

What's great about our resources? They are practical and actually work! You can start using what you learn immediately to improve and acquire skills, elevate your customer's experience, optimize your sales, and stay on top of the latest trends in the industry.

Partnering with VISPERIO is like receiving a key to a treasure chest brimming with decades of Fixed Operations knowledge and strategies proven nationwide. Our library is continually expanding with new insights and fresh perspectives from dealership personnel, offering facts, not opinions. With VISPERIO, you're not just learning – you're leading the way in the industry!



RESOURCE INCLUDED!



Training Roadblocks: Navigating the Disconnect

Let's dive into one of the most common topics we hear about from Dealership Owners, Partners, and General Managers: Training. We often hear the question, 'Shouldn't the Service Manager be handling some of this?' The answers are clear. Discover what we have learned from working with over 100 dealerships nationwide in the latest VISPERIO article, Training Roadblocks.

RESOURCES

TRAINING ROADBLOCKS

WHY YOUR SERVICE MANAGER IS NOT A TRAINER

In the workplace, it is a common scenario for a highly skilled employee to be elevated to a managerial position without receiving any structured guidance in leadership or training skills. This practice can inadvertently create "accidental leaders." While their technical skills and experience are of great value, being asked to double as a trainer can be an uphill battle. The assumption that everyone can seamlessly transition from high-performing employee to manager and then trainer is flawed.

Service managers are racing against the clock, striving to meet KPIs, handle customer complaints, and manage workflow. In such a high-paced environment, the allocation of time to develop and conduct training often does not happen. This problem is compounded when we consider turnover; each new hire demands proper onboarding and continued training, and in a field that often feels like a revolving door of talent, the time investment required becomes an unrealistic expectation.

Service managers who possess limited training skills might find themselves lacking the necessary tools and strategies to effectively teach and motivate their teams. This issue is compounded by not having professional training materials or methods. Service managers are seldom equipped to produce such materials. Furthermore, the pressure to perform and deliver immediate results can often lead service managers to prioritize operational success over long-term developmental training.

As we review the seven key reasons managers struggle with training, we aim to understand the disconnect and highlight how a customized, non-disruptive, comprehensive professional training program can provide strong employee engagement, foster better cross-departmental relationships, encourage a positive, growth-minded workplace culture, and steer the dealership toward long-term success. Such a program addresses not only the immediate skills gap but also fosters an environment of continuous learning and development. It equips managers with the tools they need to be effective leaders transforming the challenge of personnel development into an opportunity for organizational growth and excellence. Our unique approach to training and development ensures that each dealership meets its current objectives while growing and developing its next generation of leaders who will be well-prepared for future challenges and opportunities.



TIME

TRAINING ROADBLOCKS



Dealerships are hubs of activity, where sales, service, and admin staff tirelessly strive to meet customer demands and ensure seamless operations. Amidst this constant hustle, allocating time for in-depth training poses a significant challenge.

Employees, often involved in varied roles and responsibilities, find few opportunities for dedicated training that coincide with their manager's availability. This situation can lead to a workforce that's perpetually reactive, and this continuous pressure can adversely impact service quality and team morale. For managers whose days are filled with overseeing numerous tasks, finding the time to provide personalized staff training sessions, plus the time required to effectively prepare for them, can be overwhelming. As a result, training might be inconsistent or hurried, diminishing its effectiveness.

Resolving this time dilemma is crucial, not just for nurturing the team's mindset and skills, but also for maintaining the dealership's competitiveness and adaptability in the dynamic automotive industry.



TURNOVER

TRAINING ROADBLOCKS

High employee turnover at dealerships can significantly disrupt the training process. Typically, dealerships provide introductory orientation for new hires, often neglecting the ongoing development of more seasoned employees. While new staff orientation is vital for integrating employees into their roles, prioritizing it over ongoing professional development for veteran staff can lead to missed opportunities in employee engagement and improved skills. Overlooking the development of established employees may result in their professional stagnation and reduced job satisfaction, contributing to higher turnover rates.

Dealerships facing frequent turnover may hesitate to invest heavily in training, fearing that employees might leave soon after receiving professional development and take their new skills elsewhere. This situation creates a paradox where the fear of losing trained employees to turnover could, ironically, cause turnover when employees choose to move to other organizations with better skill development and career growth opportunities. Considering the true cost of turnover is much more than the inconvenience of the immediate loss of an employee, the cost of not providing training can be very steep. Additional factors, including lost revenue and the cost of recruiting, hiring and onboarding replacements, can significantly impact the dealership's financial health.



RESISTANCE

TRAINING ROADBLOCKS



Employee resistance to new training initiatives often stems from familiarity with existing practices and a general human hesitancy towards change. The source of manager resistance can be the result of not fully recognizing the long-term value of training, seeing it as just another item to find time for instead of recognizing the time savings that come from beneficial transformations. Training programs sometimes add pressure to a department by pulling people away from their usual responsibilities and disrupting day-to-day operations. Training can therefore be seen in a negative light, making the rollout of new development programs more challenging.

To tackle these issues, it is crucial to effectively communicate the long-term benefits and value of continuous training that include - improvements in sales, employee productivity, and morale, as well as reductions in turnover. Both employees and managers will also come to appreciate the individual personal and professional gains of these initiatives.

Clear communication and implementing a thoughtfully structured, personalized training approach are key to dispelling myths about training and illuminating the significant benefits available to each person and the team. Executing training initiatives customized to both the department's and individual's specific needs has the additional benefit of fostering a better reception of new strategic processes that result from the training and lowers resistance from the employee and manager.



TRAINING SKILLS

TRAINING ROADBLOCKS



imPROVE
DEVELOP
TRAINING
MOTIVATE
COACHING
INSPIRE

A red highlighter pen is positioned to the right of the text, with its tip pointing towards the word 'COACHING'.

Effective employee training depends significantly on a manager's ability to teach skills essential for excelling in various roles. Managers without formal training in educational techniques or learning theories might struggle to present information in ways that engage and resonate with their teams. Informal mentoring and learning by doing can often be the go-to strategy. Variability in teaching styles between different managers can also lead to inconsistency in training, causing confusion and uneven results. Additionally, managers are often inclined to address immediate issues rather than taking a step back to provide systematic training that identifies common problems and fosters habits to prevent similar future obstacles.

While hands-on experience and job shadowing can be beneficial, having a well-structured and impactful training program produces consistent and thorough results. Providing managers with the right educational tools while adopting a more organized and comprehensive training strategy will close the gap between actual employee skills acquisition and the skills needed for long-term dealership success. This approach not only leads to a more capable and professional workforce but also ensures a consistent and high-quality training experience.

LACK OF PROFESSIONAL TRAINING MATERIAL

TRAINING ROADBLOCKS

A key challenge in executing practical employee training is the lack of professional training materials and resources available to managers. Many dealerships face difficulties facilitating in-house training due to a shortage of the necessary resources, materials, or skilled personnel. This scarcity often leads to training programs that don't fully meet the learning needs of employees and leave both employees and managers dissatisfied with the lack of impactful outcomes.

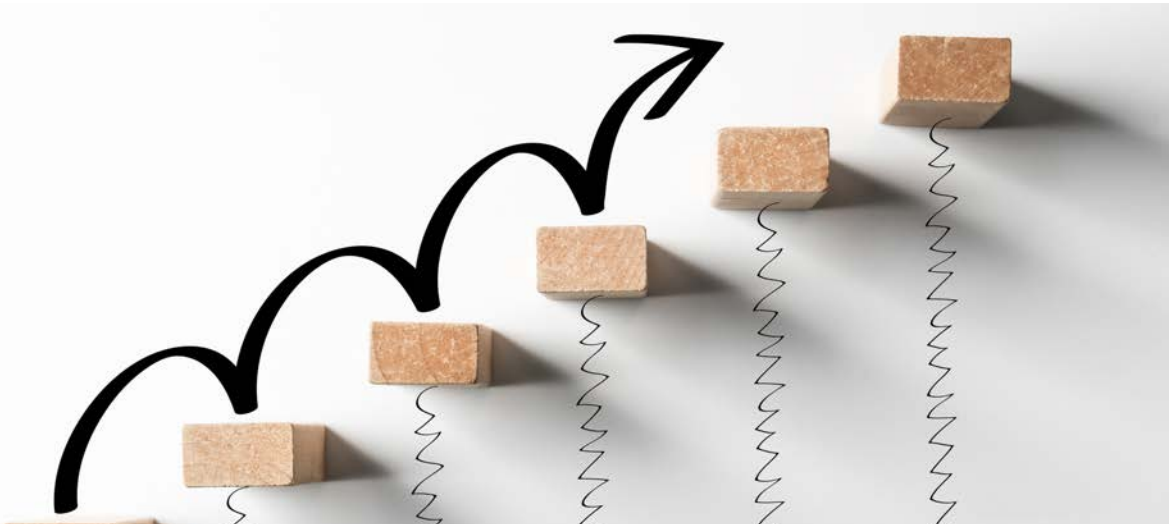
When training materials are disorganized, outdated, or don't align with specific employee needs, employee disengagement or skepticism towards training initiatives often arises. Such issues frequently stem from excessive dependence on informal training methods, which typically lack thorough planning and customization. This can result in vague training objectives and an inability for employees to see the real value in the training they receive.

Investing in a professionally structured training program, complete with clear, measurable progress benchmarks, as well as accountability and reporting mechanisms, is crucial for driving meaningful enhancements within your team. This structured approach not only facilitates effective tracking of individual progress but also provides comprehensive long-term performance metrics that extend beyond immediate financial results.



PERFORMANCE VS PROGRESS

TRAINING ROADBLOCKS



Numerous dealerships emphasize short-term performance indicators, often giving precedence to immediate objectives such as monthly sales figures. Yet, in this pursuit of rapid results, key elements can be unintentionally neglected, risking long-term progress for short-lived gains.

Within the competitive setting of automotive retail, the push to hit immediate sales goals and tackle pressing operational matters can move training initiatives to a secondary role. A singular focus on short-term metrics frequently leads to overlooked chances for dealerships to strengthen and uplift their team's capabilities, which are vital for enduring success and professional growth.

It is essential for dealerships to balance the attention given to short-term achievements and long-term progress. Implementing training programs that are forward-thinking and provide a systematic process for skill acquisition and improvement supports this balance. Training can support immediate financial outcomes plus improve team morale and overall customer satisfaction, all of which are essential for long-term success.

By achieving this perfect balance, dealerships can promote an atmosphere where staff are well-equipped to meet immediate goals while laying a robust groundwork for continuous progress. Ongoing professional development and process enhancement are what truly form the cornerstone for future sustainable success.



EMPLOYEE AUTONOMY

TRAINING ROADBLOCKS



In some dealerships, employees experience an unusually high level of independence. Autonomy in the workplace can empower employees and nurture a sense of personal stake in their roles but it can also become detrimental when excessively applied. In such environments, team members might find themselves having to navigate their responsibilities without the advantages of well-defined processes and clear direction.

This lack of structure can lead to negative outcomes; employees, though granted decision-making freedom, may become disengaged and lose track of their objectives. In the absence of proper training and guidance, they might struggle to align with the dealership's broader vision and core mission, leading to a disconnect between their personal goals and those of the dealership.

A balanced approach enables employees to utilize their autonomy effectively while remaining in sync with the dealership's overarching goals and values. Providing essential individual support, training, and guidance is crucial to fostering a more productive, cohesive, and engaged team environment.



HOW DOES YOUR TRAINING STACK UP



Evaluate how your current dealership training program stacks up with this simple assessment. Answer the questions below to discover your score.

1.	Is the training content up to date with the latest industry climate and standards?	Yes / No
2.	Are the training modules interactive and engaging for participants?	Yes / No
3.	Are the training methodologies varied to cater to different learning styles? (There are 4 learning styles: visual, auditory, read/write, and kinesthetic.)	Yes / No
4.	Does your training program address the development of new hires and seasoned employees?	Yes / No
5.	Is the training customized based on the individual's needs?	Yes / No
6.	Do the training sessions cover both sales and client experience?	Yes / No
7.	Does the training program support the development of soft skills like communication, teamwork, and problem-solving?	Yes / No
8.	Can employees readily apply what they've learned in their roles?	Yes / No
9.	Is there evidence of improved employee performance following the completion of the training?	Yes / No
10.	Is there a follow-up process or continuous learning program in place after the initial training?	Yes / No
11.	Is there a system in place for gathering and analyzing feedback from trainees after the training?	Yes / No
12.	Does the training encourage ethical practices and professionalism in all aspects of dealership operations?	Yes / No
13.	Is the training content customized to address the specific needs and challenges of your dealership?	Yes / No
14.	Does the training address the interdepartmental relationships and impact?	Yes / No
15.	Is your training scheduled in advance with consistency?	Yes / No
16.	Does your training have a recognition emphasis based on observable competencies?	Yes / No
17.	Do you have tailored training for individual career progression?	Yes / No



DEALERSHIP TRAINING ASSESSMENT RESULTS

*YOU HAVE TO MEASURE IT
TO IMPROVE IT!*

Evaluating Your Dealership's Training Model: A Detailed Scale

Scoring Process: To evaluate your training model, assign one point for each question where your answer is "Yes". This will help in identifying strengths and pinpointing areas that require further development and refinement.

Interpreting Your Score:

0-5 Points: Needs Significant Enhancement - The training model is in a foundational stage and requires considerable improvement. It is essential to address the missing critical elements to increase its effectiveness.

6-10 Points: Moderate Potential - The training model has some effective components, but also considerable gaps. While there are promising aspects, it's important to strengthen the overall structure and content for a more comprehensive approach.

11-14 Points: Strong and Effective - Your model demonstrates robustness and effectiveness. However, don't overlook the potential for ongoing optimization and refinement to maintain relevance and efficacy.

15-17 Points: Exceptional and Advanced - This score indicates your dealership's training model is highly advanced and reflects industry best practices. It shows a strong commitment to continuous improvement and effective employee development.

Next Steps:

After calculating your score, identify at least one key aspect that you'd like to focus on for immediate improvement. This could involve enhancing existing modules, incorporating new training techniques, or addressing specific gaps. Record your focus area to solidify your commitment to evolving and advancing your current dealership's training model.

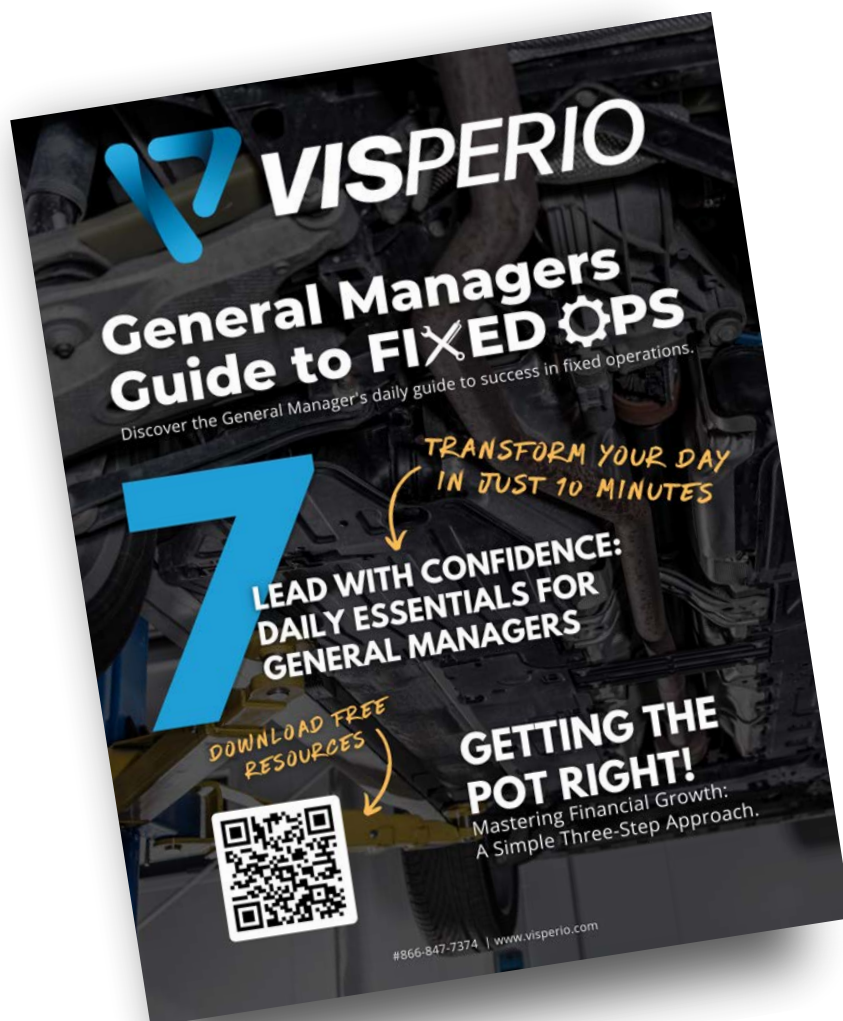
OVERCOME THE TRAINING ROADBLOCKS TODAY!

GM RESOURCE

ATTENTION GENERAL MANAGERS

Being a General Manager in the auto dealership industry can be a challenging balancing act. With a focus primarily on sales, many GMs find themselves less experienced in managing Fixed Operations, a crucial department that can generate up to 50% of a dealership's revenue. Juggling the day-to-day operations and leading a full staff leaves little room for in-depth strategic planning, especially in areas like Fixed Operations that are often sidelined in terms of growth and development.

General Managers, driven to spur growth and achieve crucial Key Performance Indicators (KPIs), often encounter hurdles due to the absence of a well-defined, daily routine. Recognizing this obstacle, we have engaged in partnerships with industry specialists and trainers from the General Manager Dealer Academy, aiming to devise effective solutions.



The result is a concise, practical daily guide tailored for busy GMs. This guide outlines seven critical areas to focus on in your daily meetings with the Fixed Operations team. But it doesn't stop there. We also provide a strategic 30-day plan to keep your service and parts departments on track. This plan is designed to foster proactivity and ensure continuous development and growth, month after month. It's more than just a checklist; it's a roadmap to elevating your dealership's success.

In speaking with Dealers nationwide we have found that the average dealership is confronted with an alarming 50% turnover rate in its Fixed Operations department every three years. This statistic poses a critical question for any proactive manager: how can you not only stay ahead but also set a new standard in this challenging environment? Employees today are increasingly driven by the desire to be part of an organization that is not just profitable, but purpose-driven and impactful.

EXCLUSIVE PREVIEW

LEAD WITH CONFIDENCE: 7 DAILY ESSENTIALS

Are you maximizing your dealership's fixed operations potential? The difference between good and great lies in the key details of daily operations. Ask yourself: When was the last time you took a deliberate walk through your Fixed Operations department? This is more than a routine check-in; it's about being deeply involved in your team's growth and development. Our extensive research, analyzing the strategies of hundreds of successful General Managers and elite Fixed Operations teams, reveals a crucial insight: there are six things the top-performing General Managers gather from their Fixed Operations leaders every day that set them apart from the pack. Adopting this meeting strategy is your key to leading with confidence and driving your dealership to new levels of success.

**1 HOURS
AVAILABLE
TODAY**



Hours Available Today: Just like the front-end generates daily goals based on the number of vehicles to sell daily in order to achieve monthly forecasts, the back-end tracks labor hours. It is crucial to know how many labor hours are available to sell each day to set correct targets for your team.

To determine your available hours, start with the number of technicians working that day. Multiply this number by their available hours, which depends on your work schedule and workload. Remember, variations may occur, such as a technician having only 4 hours due to scheduled appointment, rather than the standard 8 hours. This variation should be factored into your calculations. Perform this assessment for both your main shop and express lanes.

Example Calculation: Suppose you have 10 Main Line Technicians. Ordinarily, each would work 8 hours, contributing to a total of 80 hours (10 technicians x 8 hours each). However, if workload and scheduling constraints mean that 4 of these technicians are only available for 4 hours on a given day, their contribution changes. The 4 limited-availability technicians contribute 16 hours in total (4 technicians x 4 hours each). The remaining 6 technicians, who are available for the full 8 hours, contribute 48 hours (6 technicians x 8 hours each). Therefore, the total available hours for your main shop on this day would be 64 hours (16 hours from the first group + 48 hours from the second group). This method of calculation ensures you have a clear and realistic view of your daily capacity, allowing for more effective scheduling and resource allocation. ***A best practice would be to hold a weekly meeting to prepare and forecast the available hours for the upcoming week, taking into account the employee schedule and any other forthcoming restrictions.***

Number of Techs x Hours Scheduled to Work = [Available Hours](#)

EXCLUSIVE PREVIEW

LEAD WITH CONFIDENCE: 7 DAILY ESSENTIALS

**2 HOURS
CLOSED
YESTERDAY**



Hours Closed Yesterday vs Hours Available: Comparing the closed or sold hours, the hours for which the service department has performed work that is billable to customers, to the available hours. This calculation is known as proficiency and is expressed as a percentage. ***A best practice is to track proficiency daily throughout the month for the total department and for every technician.***

Closed or Sold Hours / Available Hours x 100% = Proficiency

For example, if technicians completed various jobs throughout the day that, in total, billed 35 hours of labor to customers, then the closed or sold hours for that day would be 35 hours. The available hours to work on vehicles was 40 hours, the proficiency is 87.5%

(35 sold hours divided by 40 available hours) x 100% = 87.5%

This proficiency percentage gives an insight into how well the service department is utilizing its labor resources. A higher percentage indicates better utilization of available labor hours, while a lower percentage indicates underutilization or inefficiencies in the service department.

APPOINTMENTS **3**

Appointments: There are several important traffic management KPI's or metrics that can be measured in the service department. The two that are most important to track daily are total appointments and the no-shows from the previous day. The key is understanding how many appointments are needed for each day to fill the available hours. The first step is to determine the available hours based on your work mix. Next, calculate the average time to complete each appointment based on the operation code. ***A best practice is to book only 70% of available time to leave room for upsells, emergencies, and walk-in traffic.*** Getting this process correct is the foundation for a successful day for your technicians and advisors.

EXCLUSIVE PREVIEW

LEAD WITH CONFIDENCE: 7 DAILY ESSENTIALS

4 EFFECTIVE LABOR RATE



Effective Labor Rate (ELR): Key focuses of effective labor rate should be reported in both month to date and the previous business day. The ELR is calculated by dividing the total labor sales, after all discounts, by the total number of labor hours billed. You want to see the ELR month-to-date and the previous day, for customer pay, warranty, and internal. Most will look at the month to date, however, looking at the previous day will alert you to any significant movement up or down. ***A best practice is to view the ELR for both the department and the advisor.***

If you are looking to improve your ELR have your team investigate the following:

Pricing Strategy: Review your labor rates compared to the market. Are they competitive, or are you over or undercharging for your services?

Service Work Mix: Analyze the types of services being performed. More complex tasks typically command higher rates, impacting the overall ELR.

Discounts: Verify your discount policy is being implemented properly. Who has access, what are the discounts, are coupons applied correctly, are there automatic deductions from fee codes or special operation codes?

Billing Accuracy: Ensure all billable hours are being accurately recorded and charged. Sometimes, labor hours are not fully captured due to recording errors.

OPEN REPAIR ORDERS



Total open repair order detail: Your manager should know how many repair orders are open by age and by current status.

The details you want to see daily are: Total open repair orders, open repair orders older than 10 days, and the total number of repair orders closed the prior day. Monitoring the aging and closing process of repair orders gauges your overall operational efficiency, revenue tracking accuracy, client experience, billing accuracy, warranty, and service contract management. Paying attention to these details also helps to ensure accuracy in both service and parts policy and goodwill usage.

A best practice is to report open repair aging for each service advisor.

EXCLUSIVE PREVIEW

LEAD WITH CONFIDENCE: 7 DAILY ESSENTIALS

6 CUSTOMER SATISFACTION SCORES



NPS / CSI Scores: Tracking NPS or CSI scores versus an established target is embedded in most daily reporting processes. The numbers you want to see daily will be determined by the manufacturer. Manufacturers report the current month-to-date scores or status daily in real-time. Some report the number of surveys sent and the customers that received them. At a minimum, you want to see your month-to-date scores and the number of surveys collected. If your manufacturer reports outstanding surveys, you want to add those numbers to the report to showcase the remaining opportunity for completed surveys. The survey counts and scores should be reported and separated by each advisor and the total department.

A best practice is to communicate not only the scores but also the customer feedback with the entire department daily highlighting the positives publicly and using the opportunities for growth as personal coaching sessions.

The client feedback gives you insights and the ability to improve more than just the scores. Remember your customers often have the answers, you just have to listen. You will also want to have an audit process as part of your manager's daily routine. Email manipulation can occur at some dealerships if not monitored daily. Most DMS's or CRM's can report email capture rates and authentication metrics. Some give you the ability to see customer emails by advisor. It's important to get ahead of potential bad behavior before it becomes a habit anytime there is a frustrated customer. Trust, but verify always.

PERFORMANCE VS FORECAST

Performance vs. Forecast and how are you going to close the delta: Your manager should know your current gross month-to-date, pacing versus forecast, amount closed prior day, and work in process. These amounts should be detailed by customer pay warranty and internal. You will also want to know repair order counts using the same breakdown as the gross.

This is important so you can track both revenue and volume. If gross is up and repair order counts are flat or lower then it means margins are up. Conversely, if repair order counts are up and gross is down margins are lower. As an example, calculate forecast achievement based on labor hours closed and divide those hours by the working days. Now you have an hour target per day to hit your forecast. ***A best practice is to take the daily hours and set goals per technician and advisors and track daily with pacing. The next level is to track the percentage of technicians and advisors hour pace to forecast.***



RESOURCE

DOWNLOAD AND DISCOVER: DIVE INTO THE VISPERIO LIBRARY OF RESOURCES



LIKE THIS? DISCOVER MORE AT WWW.VISPERIO.COM

TRAINING ACADEMY

SERVICE ADVISOR AND LEADERSHIP DEVELOPMENT

The VISPERIO training academy is designed to provide your fixed operations team with industry-proven tools, knowledge, and skills that deliver high-performing results and long-term sustainability.

Our dynamic training model is designed with your team's convenience in mind, empowering them to participate in training at the most suitable times. This approach ensures a seamless integration of professional learning and development without disrupting your dealership's daily operation.

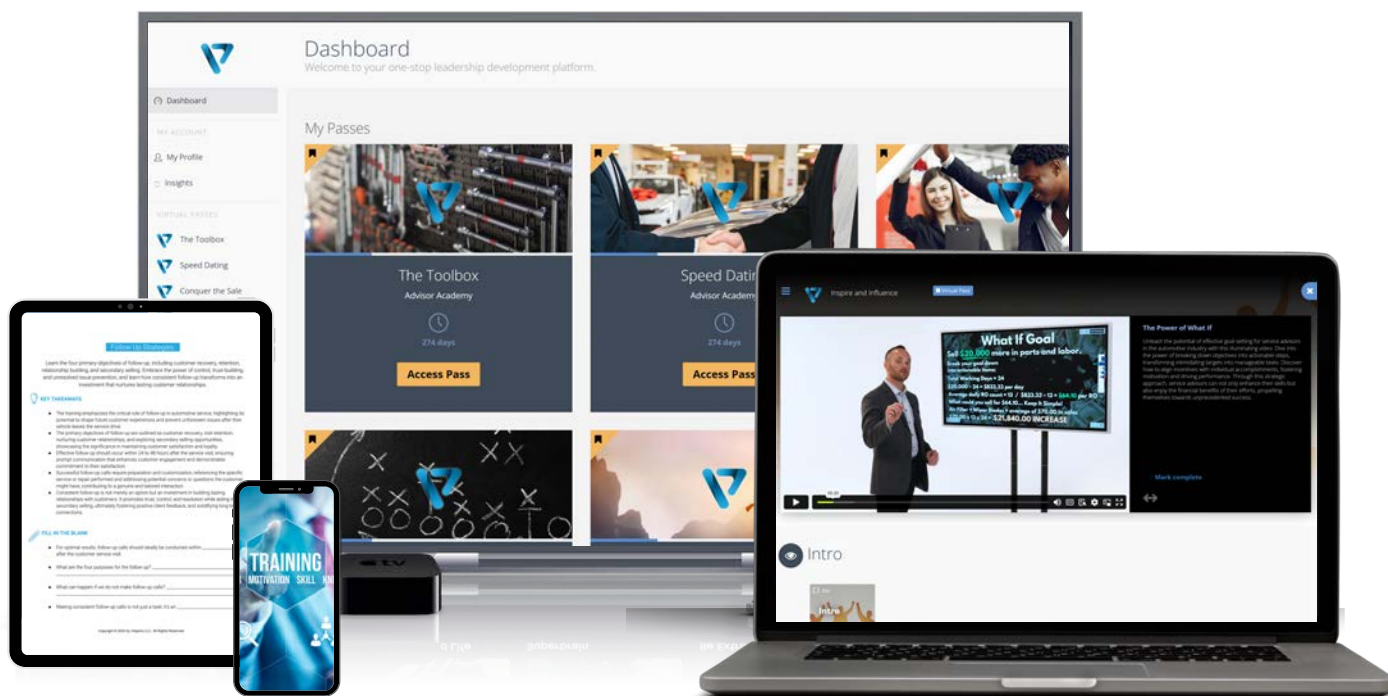
Throughout the training academy program, we emphasize the importance of having all the necessary resources to master the art of successful interactions, maintaining a professional sales approach and environment, effectively communicating with customers, and establishing your team as industry experts.

Additionally, we'll assist your team in developing a prepared mindset and cultivating daily habits that ensure efficiency and consistency. We'll also concentrate on sharpening their skills through relentless solution focused training. Our program includes modules on enhancing marketing expertise and expanding professional networks. This involves learning how to effectively fill the service funnel and shift from a reactive to a proactive approach.

The VISPERIO Training Academy provides ongoing access to numerous virtual passes, each containing unique practical and tactical training to equip your team with the skills needed to succeed in fixed operations.

www.visperio.com

FREE TRAINING



HOW IT WORKS

WHAT TO EXPECT WHEN PARTNERING WITH VISPERIO

At VISPERIO, our aim is to gain an understanding of your dealership, focusing on the unique opportunities available to you and your team members. Before forming a partnership, we engage in a complete analysis of your fixed operations department through our specialized service "The Pulse". This process involves close collaboration with your leadership team to conduct a comprehensive review of your current repair orders and processes. Our team of fixed operation experts perform detailed one-on-one employee engagement interviews with your key personnel, including Service Advisors, Shop Foreman, Dispatcher, BDC Manager, and any other pivotal personnel within the dealership that could impact your journey towards success.

As your dealership's professional training partner, we recognize that a "one-size-fits-all" approach to training falls short. Our methodology is tailored to the unique progression of each individual. When your service advisors and managers are enrolled in our training academy they will participate in bi-weekly one-on-one live video training sessions with their dedicated fixed operations coach. These sessions focus on reviewing their current training status, tracking progress toward immediate and long-term goals, and conducting individual repair order reviews aligned with their ultimate objectives. This personalized approach ensures that every service advisor receives the specific guidance and support they need to progress and excel.



- ✓ PROFESSIONAL LEADERSHIP DEVELOPMENT PROGRAMS
- ✓ SERVICE ADVISOR & PARTS TRAINING ACADEMY
- ✓ PLATFORM FIXED OPS DEVELOPMENT
- ✓ 90-DAY ACCOUNTABILITY JOURNAL
- ✓ 1:1 FIXED OPERATIONS COACH
- ✓ INTERACTIVE ONLINE TRAINING VIDEOS
- ✓ ONLINE COURSE WORKBOOKS
- ✓ TEST YOUR KNOWLEDGE TRAINING QUIZZES
- ✓ BI-WEEKLY 1:1 PERSONAL TRAINING VIA ZOOM
- ✓ ON-DEMAND LIVE SUPPORT
- ✓ CUSTOM TAILORED INDIVIDUAL TRAINING
- ✓ MONTHLY ROI REPORTING
- ✓ **EXCLUSIVE BONUS:** ACCESS TO ADDITIONAL THOUGHT LEADERS

VISPERIO's Training Academy offers an all-encompassing learning experience with over 100 interactive online training videos, a comprehensive training manual, workbooks, and both live 1:1 and group training sessions. The program includes on-demand support, daily analytics, a 90-day accountability journal, and professional leadership development. In addition, our academy offers exclusive access to industry leaders like John Maxwell, Jason Selk, Nick Saben, and Rachel Hollis, among others, through our partnership with Leaderpass, connecting participants with world-class experts for exceptional professional growth and personal development training.

CLIENT SPOTLIGHTS

CUSTOMER RESULTS STORIES



CASE STUDY: Toyota

Developed custom-tailored service advisor training and leadership guidance. Dealership experienced rapid growth in customer-pay sales, increased fixed absorption above benchmark gross margins, and achieved newfound efficiency in team processes. Revenue increased by over \$450,000 in just seven months.



CASE STUDY: Jaguar Land Rover

Through strategic leadership development and training, the dealership experienced significant increases in total parts and labor, customer pay sales, and fixed absorption. Results were achieved through increases in ELR, repair order count, hours per technician, optimizing gross margins, and streamlining team engagement and processes. The team transformed into a high-performing, customer-centric group resulting in an impressive increase of over \$1.1 million in revenue within seven months.



CASE STUDY: Ford

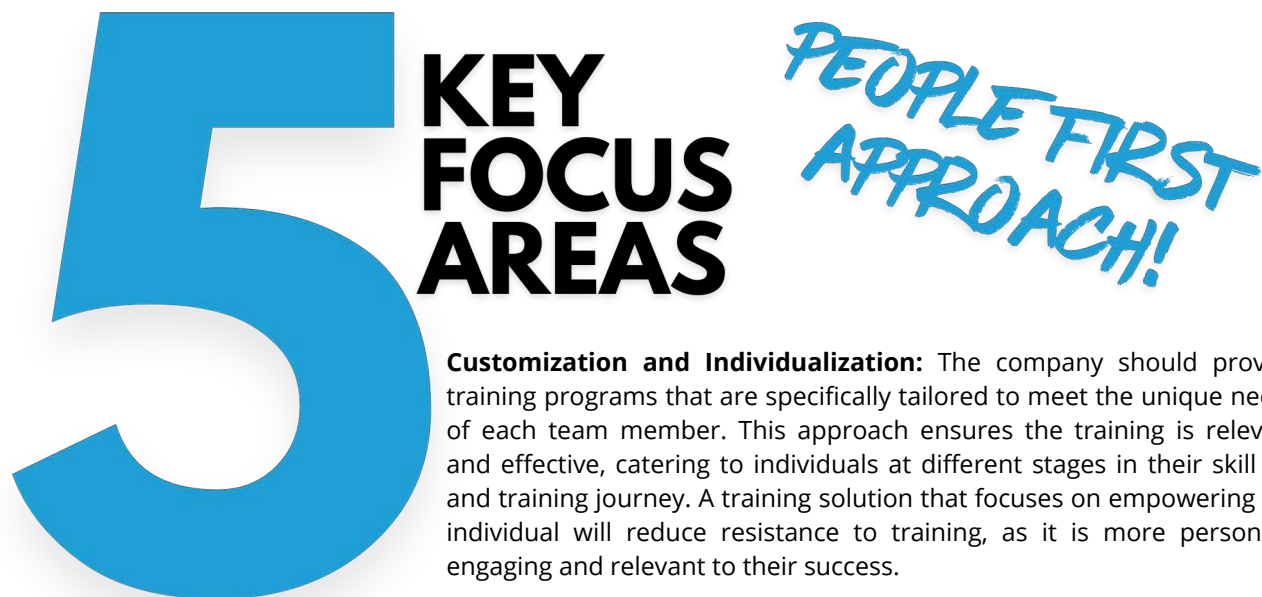
Through the implementation of tailored solutions, the dealership witnessed a rapid increase in customer-pay sales, an impressive rise in fixed absorption, substantial improvements in gross margins, and a notable enhancement in team process efficiency. This collaboration resulted in a thriving and highly profitable increase of over \$190,000 in just six short months.

**INSPIRATION + KNOWLEDGE =
TRANSFORMATION!**

BUILDING SUCCESS

SELECTING A TRAINING PARTNER YOU CAN TRUST

Selecting a professional development training company for your fixed operations department requires a strategic approach. Your focus should be on finding a true partner that provides custom-tailored training, aligning with the unique needs and learning styles of your team taking a people-first approach.



Customization and Individualization: The company should provide training programs that are specifically tailored to meet the unique needs of each team member. This approach ensures the training is relevant and effective, catering to individuals at different stages in their skill set and training journey. A training solution that focuses on empowering the individual will reduce resistance to training, as it is more personally engaging and relevant to their success.

Assessment of Specific Needs: An effective training partner will conduct a thorough analysis of your dealership and team, focusing on more than just financial and KPI metrics. They'll ask detailed questions to understand each team member's skills, opportunities, and ultimate goals. This approach ensures the training is tailored not just to business objectives but also to the unique needs and growth potential of your employees.

Focus on Long-Term Success: Choose a partner that prioritizes your team's individual and overall group's long-term growth and success, rather than offering quick, short-lived solutions. Sustainable development of your team should be at the core of their training approach.

Diverse Training Methodologies: The training company must employ multiple methods to accommodate various learning styles, offering a more inclusive and effective training experience. Relying on a one-size-fits-all approach is outdated and often falls short of addressing the unique needs of different learners. Instead, a blend of hands-on, interactive, and digital learning techniques combined with tools and professional material ensures that each team member can engage and benefit from the training in a way that suits them best.

Track Record and Expertise: It's important to verify the company's success and experience in the fixed operations industry. Ensure they have a history of practicing what they teach, with success stories in real-world fixed operations environments. Look for testimonials, client spotlights, and references from other dealership leaders to confirm their credibility and effectiveness in delivering practical, successful results.

TESTIMONIALS

HEAR WHAT OUR PARTNERS ARE SAYING

Thanks to their guidance, our Service Advisor team is more confident and capable than ever before. I highly recommend the VISPERIO group to anyone looking to take their business to the next level.

Heidi - Toyota
★★★★★

The Service Advisor training was the best I have ever experienced. Not only has this completely changed our culture and mindset, but our sales have continuously increase month over month with customer satisfaction growing!

Jereme - Chevy/GMC
★★★★★

Our gross profit has grown by nearly 50%, and our Service Advisor's and Leadership team finally have systems and accountability measures in place that allow them to grow and develop their skills on a daily basis.

Laurie - Toyota
★★★★★

VISPERIO's analysis was a game-changer for our dealership. It helped us pinpoint improvement areas, dramatically improving our NPS score. After months of struggle, we're consistently in the green, thanks to their insights and strategies.

Justin - Ford
★★★★★

VISPERIO is the benchmark for all your automotive training and growth needs! Their problem-finding and solving skills are amazing! Every project their team has completed for our group has greatly exceeded our expectations!

Adam - CDJR
★★★★★

Thanks to the one-on-one leadership mentorship program, I've taken my management style and leadership communication to the next level. The commitment and care shown by the team is truly outstanding. When they say "partners for life," they mean it.

Travis - Honda
★★★★★

I had the pleasure of working with Kyle and the VISPERIO team recently and it was a game-changer for our business. Our absolute biggest challenge was maximizing the efficiency of our scarce technician labor hours while keeping our employees motivated and maintaining our company culture. Kyle and his team provided us with real-world solutions that helped us reduce non-billable and under-billed repair types while increasing our effective labor rate by 16% year over year providing instant results and revenue for our company.

If you're on the fence about working with the VISPERIO team, I highly recommend them. They are responsive, knowledgeable and have extensive experience in building high-performing fixed operations teams. They took the time to understand the intricacies of our business and provided us with practical and effective solutions that worked. Overall, working with VISPERIO was a great experience and we will definitely work with them again in the future.

John - MTC Companies

SERVICES

YOUR ALL-IN-ONE SOLUTION FOR DEALERSHIP SUCCESS

At VISPERIO, we understand the complexities and challenges of the automotive dealership landscape. That's why we're dedicated to offering a comprehensive suite of services tailored to meet the unique needs of your dealership. Our mission is simple: to guide you toward your ultimate dealership goals through specialized training, support, accountability, and expert consulting.

Whether you are training your new Service Advisor or developing your next generation of leaders, VISPERIO offers tailored solutions for your dealership. Our training approach extends beyond mere industry knowledge, focusing on empowering your Service Advisors with essential skills and confidence. Interactive training modules provide not just the 'how' but also the 'why' behind each process, fostering a deeper understanding and lasting impact. In onboarding and implementations, we prioritize a strong start for your business. Our team collaborates closely with yours to develop and streamline your onboarding process, ensuring efficient, effective introductions of new systems and processes, minimizing disruptions, maximizing productivity, and strengthening employee retention. Additionally, our leadership collaboration emphasizes the significance of your leadership team in the dealership's success. Through joint sessions, we analyze current performance, spotlight areas for needed growth, and create strategies aligned with your business goals, all aimed at nurturing a culture of continuous improvement and excellence at your dealership.

VISPERIO is more than just a training and consulting company; we are your partners in future success. Whether it's through training your staff, assisting in onboarding, or collaborating for performance improvement, we have the expertise and solutions you need to thrive in today's competitive industry.



TRAIN WITH US

INVESTING IN PROFESSIONAL TRAINING WITH VISPERIO

What is the cost of partnering with VISPERIO for your Service Advisor training needs? To provide an instant no hassle answer, we've developed a straightforward and transparent training ROI calculator. Simply scan the QR code to receive an instant training quote, free from concerns about games or sales tactics. At VISPERIO, we pride ourselves on complete transparency in both our pricing and processes. Below is a training example, highlighting the potential ROI and results based on VISPERIO's average increase in parts and labor for your dealership.



www.visperio.com/quote/

**INSTANT
QUOTE**

Total Number of Retail Advisors *	Total CP Labor Sales Dollars *
<input type="text" value="6"/>	<input type="text" value="\$ 529,950"/>
Total CP Parts Sales Dollars *	Hourly Customer Pay Rate *
<input type="text" value="\$ 406,050"/>	<input type="text" value="\$ 160.00"/>
Name *	
<input type="text"/>	<input type="text"/>
<small>First</small>	<small>Last</small>
Email *	
<input type="text"/>	
Phone *	
<input type="text"/>	
GET RESULTS	

**NET TRAINING
RESULTS**

AVERAGE INCREASE After Training Academy Investment	ELITE INCREASE After Training Academy Investment	MODEST INCREASE After Training Academy Investment
<input type="text" value="\$581,601"/>	<input type="text" value="\$988,534"/>	<input type="text" value="\$276,401"/>
ANNUAL INCREASE	ANNUAL INCREASE	ANNUAL INCREASE
<input type="text" value="\$48,467"/>	<input type="text" value="\$82,378"/>	<input type="text" value="\$23,033"/>
MONTHLY INCREASE	MONTHLY INCREASE	MONTHLY INCREASE
<input type="text" value="\$2,399.94"/>	<input type="text" value="\$2,399.94"/>	<input type="text" value="\$2,399.94"/>
TOTAL MONTHLY TRAINING INVESTMENT	TOTAL MONTHLY TRAINING INVESTMENT	TOTAL MONTHLY TRAINING INVESTMENT

Results displayed above are based on the additional customer pay parts and labor sales per advisor while on the training program, presented as an annual net dealer increase. The results displayed are based on a modest increase of 15 hours, an average increase of 30 hours, and an elite increase of 50 hours in Customer Pay Hours per Service Advisor per month. These totals do not account for the additional increases in parts and labor margins or the ELR improvements resulting from elevated program performance.

90-DAY JOURNAL

CHANGE YOUR WORLD IN LESS THAN 90-DAYS

Your Blueprint to Success: Drawing inspiration from VISPERIO's belief in excellence, our 90-day journal isn't just a collection of pages; it's a hand-selected roadmap designed to navigate the challenges of today while setting sights on the victories of tomorrow. Each entry prompts reflection, fosters visionary thinking, and empowers you to seize every opportunity. With this journal, you're not just dreaming of success; you're creating it one day at a time.

Lessons From This Journal

Inside you will discover...

This practical guide equips you with the tools to structure your ultimate objective, foster kindness, and develop leadership qualities in all aspects of your life. Learn to build positive habits, overcome limitations, and harness the power of your identity. With insights on behavior change, identity statement creation, SMART goals, and the nine attributes of any winner, this journal is your blueprint to success, guiding you to achieve extraordinary results one day at a time. Grab your team copies today at www.visperio.com/journal



START YOUR JOURNEY HERE



MEET KYLE



***"IT'S NOT ABOUT FINDING
A SINGLE SILVER BULLET,
BUT DISCOVERING THE
POWER OF 100 GOLDEN BB'S."***

Kyle's journey began at an early age, as he worked in the family's blue-collar businesses. This early exposure ingrained within him a profound appreciation for the value that a hard day's work brings. Growing up alongside business owners and leaders, he gained decades of invaluable real-world business knowledge and an understanding of what it takes to operate a successful sustainable business.

Kyle's professional automotive career began with sweeping floors and washing cars in his father's mechanic shop. He rapidly progressed into the technician role, and his emerging leadership demeanor became evident. Coupled with an unwavering passion for inspiring and guiding individuals toward achieving remarkable feats, Kyle was actively pursued by one of the top automotive groups in the nation. He quickly ascended the ranks to proudly lead dealerships as Fixed Operations Director.

Reflecting on his journey, Kyle humbly remarks, "My path has been one of remarkable blessings, spanning over two decades. I am deeply honored to have learned from some of the greatest leaders, both in the private and public business sectors. I have evolved into a mentor, assisting individuals in surpassing limited beliefs and realizing their true potential." Kyle often refers back to one of his mentors who would say, "We have to be brilliant at the basics."

MEET VIC

Vic's VP role at Wynn's Automotive marked his entry into the automotive industry and set the stage for his entrepreneurial ventures. One of the pivotal moments in his career was founding his first company, carXperience. It was during this phase that he partnered with automotive industry veterans Cecil and Larry Van Tuyl. This partnership was a crucial step in Vic's journey, as it connected him with established figures in the industry.

Later, Vic expanded his portfolio with several ventures including founding Fixed Ops Magazine and founding ZAK Automotive. ZAK gained significant attention when it was acquired by Berkshire Hathaway, Inc. in 2015. After this acquisition, Vic continued in his role overseeing all of Fixed Operations for Berkshire Hathaway Automotive and entered into a business partnership with Warren Buffett, further solidifying his reputation in the entrepreneurial world.

Beyond the automotive sector, Vic has founded and led companies across various industries. He is the founder and CEO of KLV Capital and Experience Ventures, where he demonstrates his investment and mentorship prowess. These ventures are a testament to his belief in hard work, balance, and the attainability of an extraordinary life.

Throughout his career, Vic has demonstrated an undying passion for building and leading businesses toward operational sustainability and financial success. His eye for talent and his skill in pairing it with the right opportunities have contributed significantly to the creation of VISPERIO.



***"THINKING BIG IS THE PRICE
OF ADMISSION TODAY,
ACTING EVEN BIGGER IS THE
REAL OPPORTUNITY."***

MEET TOM

Tom's strong work ethic and belief that anyone can succeed are apparent when reviewing his career path. Knowing of the success potential available in the automotive industry, Tom took an opportunity at a dealership in a parts department in 1992. In a little over 10 years, Tom had moved up the ranks to a Fixed Operations Director position overseeing more than \$10 million yearly in fixed gross from service, parts, and body shop at one dealership. It was during this time that Tom discovered his passion for leadership. In 2011 Tom was promoted to a platform Fixed Operations Director overseeing \$144 million in annual fixed gross profit from 23 franchise car dealerships across the Midwest and East Coast.

Tom has had the privilege to work and learn from some of the best and most progressive private and public companies in the automotive industry. Over 17 years of Tom's career was spent with the Van Tuyl group, later to become Berkshire Hathaway Automotive. In total, Tom has worked with over 24 import, domestic, and luxury manufacturers. Tom's passion for growing and developing people at all levels of business led him to become one of the founders of VISPERIO.



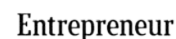
*"IF WE CAN GUIDE PEOPLE TO WHAT
THEY ARE CAPABLE OF, WE CAN
ACHIEVE AMAZING RESULTS."*

CONTACT

READY TO ELEVATE YOUR FIXED
OPERATIONS TEAM TO THE NEXT LEVEL?

Book your free consultation with our team of experts today, can't wait that long and want a solution now!
No problem we get that a lot, call us directly at **#866-847-7374** or email us at support@visperio.com

QUICK LINKS! → PARTNER WITH US TODAY



embrace
kindness,
ignite
greatness

A blue brushstroke underline that starts under the word 'greatness' and extends to the right, ending with a small upward flick.



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