



MVP BUSINESS SOLUTIONS

MVP BUSINESS DEVELOPMENT SERIES

Administration

Production

Leadership

Sales and Marketing

Financial Management



Leading Change

BECAUSE WE CAN'T CHANGE THE PAST, BUT WE CAN CHANGE THE FUTURE

Knowing what to change can be easy—more difficult is the ability to identify and implement change in an organization on a sustainable basis. Collision centers that can embrace change will be best-prepared to take advantage of new opportunities and ensure their long-term success. With that in mind, this course provides owners and managers with the opportunity to assess and strengthen their leadership skills, while learning proven approaches to leading change throughout their organization. Course topics center on John Kotter's 8-Step Model of organizational change, based on 15 years of research identifying why companies fail to implement sustainable change. This model presents a simple, yet realistic approach to executing change.

WHO SHOULD ATTEND Shop Owners, Office Managers, Production Managers, and Key Personnel

COURSE OBJECTIVE To assist leaders to develop strong leadership skills needed to drive organizational change. Participants will leave with a SMART Action plan specific to their organization

COURSE LENGTH 2-day course

CLASS SIZE 10 minimum, 24 maximum

TOPICS COVERED

- John Kotter's 8-Step Model of Organizational Change
- Common errors that impede change
- 3 stages of organizational change
- Identifying your organization's core values
- Creating your vision for change
- Writing powerful mission statements
- Setting "SMART" organizational goals
- Leading effective goal execution

MINIMUM REQUIREMENTS Any PPG or Nexa Autocolor™ customer is eligible to attend any MVP Business Development Series course

I-CAR participants are eligible to receive **14:00 Credit Hours** for this course.

Participants are eligible to receive **28 AMI credit hours** towards the Accredited Automotive Manager (AAM).

Participants will receive a training manual, handouts, lunch, refreshments and a certificate of completion.

Leadership Courses

Leveraging the Role of Collision Center Managers, Supervisors and Team Leaders

Success of any collision center, now and in the future requires new thinking, new processes and a work culture devoted to continuous process improvement. Most critical are the leadership skills of managers, supervisors and team leaders, and their ability to implement and sustain continuous improvement throughout the organization.

MVP Business Development Series

Key success factors for performance-driven businesses

Grouped in 5 functional areas

The key to success of these courses involves incorporating the real-world expertise of MVP Certified Instructors, along with practical and relevant business curriculum. As a result, PPG offers hundreds of courses each year at state-of-the-art PPG Business Development Centers across North America.

We invite you to explore more on how these exciting programs can improve your performance and profitability in an increasingly competitive marketplace. The collision industry's most comprehensive set of business courses can be found grouped into five functional areas within the Business Courses page on the PPG MVP website at: www.ppgmvp.com

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