



Risk Theory Dealer Advisors University (RTDAU) was designed to provide your team with a solid foundation to build upon and grow. At Risk Theory Dealer Advisors University training is not just an event but a journey of development. While others offer a one class-solution, Risk Theory Dealer Advisors University brings about a comprehensive degree style offering. Our innovation doesn't end there; our courses are designed to be highly interactive and thought-provoking. We don't believe in merely memorizing a word track; we work closely with your team to help them discover their own words and build their process. This theory not only brings a higher degree of acceptance, but it also helps them to develop real-world skills that drive performance, and improve morale.

### **Risk Theory Dealer Advisors University Courses**

#### **Series I**

- **F&I Management Training**

- Job Description
- Terminology
- Psychology of Selling
- Emotional Intelligence
- Information Development
- Art of the Deal – rehash
- Products
- Effective Questioning
- Warranty Review
- Menu Selling
- Upsell
- Isolating Objections
- Closing Techniques
- Tools & Tips

- **Sales Training**

- First Impression
- Importance of Rapport
- Elements of Communication
- Active Listening
- Meet & Greet
- Fact Find
- Trade Evaluation
- Vehicle Selection
- Presentation & Demo
- Setting the stage
- Start Write-Up
- Approach the Desk
- Negotiate Offer
- T.O. to Manager
- Log-In
- Follow-Up

#### **Series II**

- **Our Series II Management training – Utilizes the principles of Emotional Intelligence 2.0 and John Maxwell's 5 Levels of Leadership to help your management team:**

- Break down department barriers
- Have better difficult conversations
- Better deal with poor performers
- Grow their leader skills
- Better motivate your top performers
- Use Effective Questioning
- Enhance their Effective Listening
- Better understand verbal & Non-verbal cues
- Understand their leadership type
- Helping leaders move to the next level
- What does it mean to lead?

#### **Series III**

- **F&I 20 Group Meeting – BY invitation for top performers from across the country, Group Discussion Topics not limited to**

- Lenders
- Leasing – impact
- Cash Buyers
- Effective management
- Improve Teamwork
- Today's Hot Products
- Internet Customers
- Credit Unions
- Out of store deals
- VSC Follow Up
- Insurance Co. selling F&I products
- Sub-Prime deals