

Protect Your Automobile

Everything needed to run a small-group roundtable for a dealership: the car itself, Wi-Fi in the car, free Wi-Fi on the lot, financing when someone buys, and the parts that arrive later. Includes a facilitator plan, agenda, discussion prompts, a four-stage tabletop, and a one-page handout.

Agenda

Time	Block	What happens
0:00 to 0:10	Welcome and hook	The general manager opens. The facilitator tells one story about a down payment sent to a new account. Ground rules.
0:10 to 0:25	Story round	Each person shares a suspicious email, a Wi-Fi page, a paired phone, or a parts invoice. Capture themes on a flip chart.
0:25 to 0:50	Guided discussion	Work through 3 or 4 topics chosen from what the story round brought up.
0:50 to 1:10	Tabletop scenario	Groups of 3 or 4 work through The Saturday Deal, one stage at a time, then report back.
1:10 to 1:20	Gap check	Sticky notes: one thing in our process that worries me. Group them and rank them.
1:20 to 1:30	Commitments and close	Walk the handout. Each person names one habit they will start this week.

The Saturday Deal

Give each group one stage at a time, about 5 minutes apart. Groups answer each stage's question before seeing the next.

SATURDAY, 10 A.M., ON THE SHOWROOM FLOOR

The buyer joins the free Wi-Fi to finish a credit application on their phone. A page pops up that looks like the dealership and asks them to sign in again, including the application.

What do you tell the buyer to do with that page?

SATURDAY, 11 A.M., IN FINANCE

An email from the lender says the down-payment account has changed and asks the buyer to send the money today. The logo looks right. The buyer is ready to leave.

Is the account change confirmed? What number do you use?

SATURDAY, 1 P.M., IN THE CAR

The car offers its own Wi-Fi. To keep the buyer online, a salesperson turns the hotspot on with the office password and pairs the buyer's phone for the test drive.

What has to change before this car is delivered?

MONDAY, IN PARTS

A supplier email gives a new bank account for a module the car is waiting on. The part that arrives does not match the VIN. The supplier you usually call says they did not send the invoice.

Do you pay the invoice, and do you put the part on the car?

Debrief, after the groups report

- Guest Wi-Fi does not carry a credit application. A sign-in page you did not post is closed, and the buyer starts again on a dealership device.
- A payment account changes only after a call to a number you already have for the lender. The number in the email is not that call.
- The car leaves with the buyer's own hotspot password. Test-drive phones are removed. The office password is not the car's password.
- The parts invoice is confirmed with the supplier you already use. A part that does not match the VIN is not installed.

2 weeks before

- Confirm the date, the room, and who is coming with the general manager
- Learn which system holds credit applications, and whether guest Wi-Fi can reach it
- Send the invite with the ask to bring one story

Day of

- Print the handout, the scenario cards (one stage per card), and sticky notes
- Set up a flip chart with four columns: Car, Wi-Fi, Financing, Parts
- Assign a note-taker

Within 1 week after

- Send a thank-you with the handout and the top 3 gaps raised
- Give the general manager an action list: gap, suggested fix, owner
- Log who came and which themes came up
- Schedule the quarterly refresher