

SUCCESS STORY

CUSTOMER CASE STUDY

Business and Team Performance



CHALLENGE

Lupient Infiniti has a hard working and personable sales team that strive to go the extra mile for their customers. The company has been selling cars for over 40 years and sells a long list of brands. In 2008, one of their Infiniti dealerships came through the Performance In Motion program. The team at Infiniti was very friendly and focused when they came in for their assessment. However, it was clear that they could become more aware of their individual needs and more in tune with their customers' overall desires. In some cases, they had lost the passion to help one another achieve their individual goals.

SOLUTION

In order to effectively drive change, the team went through the Discover Series. In the Discover Series, team members learn a variety of techniques to help them work more cohesively towards common goals. The techniques include developing shared practices that make it easier to move quickly through interference and better communication for more effective conflict resolution. Problems are solved much faster when all members are aware of the situation and clear on the company's intentions.

Not only did the Lupient Infiniti team learn new techniques for dealing with current issues, they also learned how to adapt quickly to changing environments, how to measure and commit to performance goals, and how to be open to new possibilities in the future. This way, they could prevent large problems from arising in the first place and focus more on making sales.

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Benefits

This was the first time that none of the staff members complained after going through training and development workshops. All members agreed that their sessions with Performance In Motion were fun and educational. After the first month of the program, the staff started to recognize a change in behavior. Team members were more focused on goals and less focused on interference. Car sales were up 13.5% three months into the program, 32% after four months, and 75% after five months (with months four and five breaking sales records consecutively).

In the middle of their third month into the program, a hailstorm struck the dealership. The team said that, if they had never enrolled in Performance In Motion, the storm would have put the company in disarray. However, because it was out of their control, they decided to focus their energy on new possibilities and manage the storm's interference as efficiently as possible.

The dealership's increase in sales occurred in the midst of the worst car recession in years.

Learn more today about how Performance In Motion can help you unlock the true potential of your athletic or business performance:

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PERFORMANCE
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Dan DeMuth 763-513-9285 or
dan@performanceinmotion.biz



Team building and individual performance improvement.

Within five months of taking part in Performance In Motion's programs, the team at Lupient Infiniti had already surpassed their annual goal of a 5% increase in sales. One employee says, "It is amazing the effect Performance In Motion and Dan's coaching program has had on me and my team."

To find out if performance coaching using the medium of golf can help you to better achieve your goals, please contact Dan DeMuth at Performance in Motion, at 763-513-9285 or dan@performanceinmotion.biz.