Advanced Automotive Sales and Dealership Management Training Course



23 - 27 Nov 2026

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

The global automotive industry is undergoing a monumental transformation, driven by digital retailing, evolving customer expectations, and new vehicle technologies. Success in this dynamic environment is no longer solely about moving metal; it demands a sophisticated blend of traditional salesmanship, digital acumen, and an unwavering focus on the customer experience. This course is meticulously designed to equip automotive sales professionals and dealership managers with the advanced skills needed to thrive in the modern market. Drawing on principles of consultative selling and relationship management, the curriculum moves beyond outdated high-pressure tactics. As detailed in seminal works like Joe Girard's "How to Sell Anything to Anybody," the foundation of sustainable success lies in trust and value creation. BIG BEN Training Center has developed this program to provide a comprehensive roadmap, covering everything from mastering the psychology of the modern car buyer and leveraging CRM technology to navigating complex F&I processes and building lifelong customer loyalty. This training course provides a holistic framework for achieving sales excellence and driving dealership profitability in today's competitive landscape.

Target Audience / This training course is suitable for:

- Automotive Sales Consultants.
- Dealership Sales Managers.
- Finance and Insurance (F&I) Managers.
- Business Development Center (BDC) Agents and Managers.
- Dealership General Managers and Dealer Principals.
- Internet Sales Managers.
- Fleet Sales Representatives.
- Customer Service Managers within a dealership.
- Aspiring professionals seeking a career in automotive sales.

Target Sectors and Industries:

- Automotive Dealerships (Franchised and Independent).
- Car Manufacturing and Distribution Companies.
- Automotive Finance and Insurance Providers.
- Vehicle Rental and Leasing Companies.
- Corporate Fleet Management Services.
- Governmental agencies and public sector entities managing vehicle fleets.
- Automotive Aftermarket and Service Centers.

Target Organizations Departments:

- New and Used Vehicle Sales Departments.
- Finance and Insurance (F&I) Department.
- Business Development Center (BDC).
- Marketing and Advertising Departments.
- Customer Relations and Service Departments.
- Fleet Sales Department.
- Dealership Management and Operations.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a modern, customer-centric automotive sales process.
- Master advanced communication and rapport-building techniques for diverse client profiles.
- Conduct thorough needs analysis to perfectly match customers with the right vehicles and products.
- Deliver compelling and persuasive vehicle presentations and test drives.
- Effectively handle customer objections and negotiate win-win outcomes that protect dealership margins.
- Utilize CRM and digital retailing tools to manage leads and streamline the sales funnel.
- Understand the fundamentals of automotive financing, insurance, and aftermarket products.
- Execute a seamless vehicle delivery process that enhances customer satisfaction.
- Implement strategies to foster long-term customer loyalty and generate repeat business.
- Analyze sales performance data to identify areas for personal and team improvement.

Course Methodology:

This training course from BIG BEN Training Center employs a dynamic and immersive learning methodology focused on practical application and skill mastery. We believe that adult learning is most effective when it is interactive, engaging, and directly relevant to the participant's professional challenges. The program is built around a blend of expert-led instruction, intensive role-playing scenarios simulating real-world customer interactions, and in-depth case study analysis of successful dealership strategies. Participants will engage in collaborative group discussions to dissect complex sales situations and share best practices. Interactive workshops will provide hands-on experience with sales process mapping and CRM software principles. The methodology incorporates video-based learning and peer feedback sessions to help participants refine their presentation and negotiation skills in a constructive environment. Our approach ensures that attendees do not just learn theoretical concepts but actively practice and internalize the advanced techniques required to excel in the competitive automotive sales industry, leaving them confident and prepared to implement their new skills immediately.

Course Agenda (Course Units):

Unit One: Foundations of the Modern Automotive Sales Professional

- The Evolution of Automotive Retail and the Modern Buyer.
- Understanding the Psychology of Car Buying Decisions.
- Mastering Your Product Portfolio: From EVs to Commercial Vehicles.
- Developing a Winning Mindset and Professional Habits.
- The Structured Automotive Sales Process: A Step-by-Step Guide.
- Ethical Standards and Legal Compliance in Automotive Sales.
- Setting and Achieving Ambitious Sales Goals and KPIs.

Unit Two: Mastering Customer-Centric Engagement and Presentation

- Building Instant Rapport and Establishing Trust with Customers.
- The Art of Active Listening and Advanced Questioning Techniques.
- Conducting a Professional and Thorough Needs Analysis.
- Delivering a High-Impact Vehicle Walkaround and Presentation.
- Creating an Unforgettable and Effective Test Drive Experience.
- Adapting Communication Styles for Different Customer Personalities.
- Utilizing Storytelling to Connect Emotionally with Buyers.

Unit Three: Advanced Negotiation, Objection Handling, and Closing Techniques

- Understanding the Principles of Principled Negotiation.
- Strategies for Handling Common Objections: Price, Trade-in, and Payments.
- Maintaining Control of the Negotiation Process Professionally.
- Structuring and Presenting Proposals for Maximum Impact.
- Advanced Closing Strategies for the Modern Consumer.
- Transitioning Seamlessly from the Sales Floor to the F&I Office.
- Managing Difficult Negotiations and High-Stakes Deals.

Unit Four: Leveraging Digital Retailing and CRM for Sales Growth

- The Role of the Digital Dealership in Today's Market.
- Mastering CRM for Lead Management, Follow-up, and Organization.
- Effective Strategies for Responding to Internet and Phone Leads.
- Utilizing Social Media and Digital Marketing for Personal Branding.
- Conducting Virtual Presentations and Remote Sales Consultations.
- Integrating Online and In-Store Customer Experiences.
- Analyzing Data within the CRM to Identify Sales Opportunities.

Unit Five: Maximizing Profitability through F&I and Long-Term Customer Loyalty

- An Introduction to the Finance and Insurance (F&I) Department.
- Effectively Presenting Service Contracts and Aftermarket Products.
- Executing a Flawless and Memorable Vehicle Delivery.
- The Critical Importance of the Post-Sale Follow-up.
- Strategies for Generating Referrals and Positive Online Reviews.
- Building a Customer-for-Life Culture within the Dealership.
- Turning Customer Service Issues into Opportunities for Loyalty.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As automotive technology shifts towards electric and autonomous vehicles, how must the traditional dealership sales model evolve to communicate value beyond horsepower and handling?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and forward-thinking approach to automotive sales, moving decisively beyond outdated, high-pressure closing tactics. While many programs focus narrowly on the transaction, our curriculum is built on the philosophy of creating lifetime customer value. We uniquely integrate modules on digital retailing and personal branding, recognizing that the modern sales professional must be as adept with a CRM and social media as they are on the showroom floor. The program places a significant emphasis on the psychology of the contemporary buyer, who is more informed and digitally savvy than ever before. Rather than providing a rigid script, we equip participants with the principles of adaptive selling and principled negotiation, allowing them to build genuine rapport and tailor their approach to each individual. Furthermore, the course content extends beyond the initial sale to cover F&I integration and long-term loyalty strategies, providing a complete framework for sustainable success for both the individual and the dealership as a whole. It is an academic and practical immersion into the future of automotive retail.