

# Jim Million

## Automotive Curriculum Development & Facilitation

### Professional Resource Group, Inc.

10220 Sandhurst Drive, Albuquerque NM 87114 • Cell 505-977-8097 • email [jim@jimmillion.com](mailto:jim@jimmillion.com)

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Since 1977, Jim Million has been involved in the automotive industry as a salesperson, service writer, sales manager, facilitator, developer, writer, speaker and consultant.

Jim has a diverse background that includes experience in all facets of teaching/training from the outdoor low and high ropes courses to the large audience multi-media driven presentations.

As a **facilitator/educator**, Jim is known and respected as being a facilitator's facilitator. He has been responsible for training thousands of trainers throughout many industries in facilitation skills as well as product training techniques using the most up to date adult learning theories.

As a **consultant**, Jim has been on numerous automotive brand teams to implement best practices and initiate culture changes. Manufacturers have called on Jim to help achieve their goals in both sales and service operations.

As a **people person**, Jim has the unique ability to communicate effectively with every person in the organization on any level, whether it be the CEO or custodian. His philosophy is that every person, regardless of position, contributes to an organization's growth.

As a **developer/writer**, Jim has participated in hundreds of programs as a member of the development team and has himself written numerous product launches, skills based courses and culture change/team building initiatives.

In the capacity of **Creative Director**, Jim has written and directed many training programs & videos for use in the automotive industry and has worked with personalities, including Ivan "Ironman" Stewart and Mario Andretti.

As a **team player**, Jim is dedicated to helping others achieve their goals and in the process achieving his. His creativity and get-it-done attitude provides high value for companies bringing new training initiatives to market.

### Dealership Work Experience

- Lot Attendant
- Salesperson
- Sales Manager
- Service Writer

### Association Affiliations Member

- ASTD. Dallas, TX
- National Speakers Association
- SEMA

### Training Experience

33 years in training and development, including:

- Professional speaking / training consulting / freelance writer program design & development facilitator / seminar leader
- Worked as National Recruiter, Coach & Sales Trainer for Sales Training Inc., now Integrity Selling Systems.

### Areas of Automotive Expertise

- Automotive sales & customer service
- Sales management and coaching Personnel management
- Sales Management Recruiting & Coaching
- Service Writing / Consultation
- CRM / Internet Sales
- Automotive Accessories, Sales, Merchandising and Marketing
- Leadership & Personal Development Communication Effectiveness
- Team building / Culture change
- Personality / Buyer / Communication styles
- Train-the-trainer & presentation effectiveness

### Programs Developed and Facilitated

- Automotive Solution Selling
- Automotive Solution Service
- Training with H.E.A.R.T. Communicate with H.E.A.R.T. Dynamics of Personal Development The Sales Managers S.M.A.R.T. guide to coaching for effectiveness

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- Retail on Roller Skates
- E.RA for Customers - The Art of Serving Different Styles of Customers
- S.M.A.R.T.E.R. Goal Setting - The Key to your Dreams
- The Art of F.U.N. - The Key to Personal Effectiveness
- Dare to C.ARE. - The Path to Communication Effectiveness
- Facilitate with C.ARE. - Getting Results in the Classroom
- 8 Habits of Happy Healthy People - A personal development program
- Pro-ACT! - Increasing Professionalism through Accountability, Communication and Trust
- MAZDA's Five R's of Service Retention
- GM's Power of "Personalization" Accessories program
- Facilitator for Acura's In-Dealership Legend launch
- Designed, developed and facilitated the Pro-ACT! culture change workshop for Chrysler International, Asia-Pacific
- Designed, developed and facilitated the XL2000 culture change curriculum for Ford Motor Company
- Designed, developed and delivered Chrysler of Japan's new vehicle launches for the Neon and Jeep Cherokee
- Designed, developed and delivered the Mercedes M-Class launch
- Ford's Quality Care Maintenance Installer
- Designed, developed and wrote the Mitsubishi Academy M.A.G.I.C. culture change curriculum
- Designed, developed and facilitated Volkswagen's "New Beetle" launch curriculum

### Major Projects in the Automotive Industry

- Development & Facilitation Team "Chevrolet's, Integrity Selling"
- Team Leader and Facilitator on "Customer One" project for Chrysler Corporation
- Development Team, Core Trainer, Team Leader and Facilitator for Chrysler's Second-to-None LH Platform Learn and Drive program
- Action Advisor for Chrysler's In-Dealership program for Customer One
- Facilitator for "Service Managers and Service Advisors Program" by Carlson Marketing Group
- Keynote Speaker and Workshop Leader for Chrysler's Sales Club and Sales Management Society
- Facilitator for Ford's (FPSD) 1993 "Managing Change" national workshop by Caribiner Group
- In-dealership Advisor for Pontiac Division
- In-dealership Facilitator for Oldsmobile's CCE Program
- Developed and designed FCSD's ACT team building curriculum.
- Development Team and Facilitation of vehicle launches, including Chrysler's: Dodge Ram Truck, Neon, Avenger/Sebring, Cirrus/Stratus, NS Minivan, Talon
- Facilitator for Ford's In-Dealership Aspire launch
- Designed, developed Toyota's 1999 Camry Solara Launch Curriculum
- Designed, developed Toyota's Tundra "New Truck In Town" Launch Curriculum
- Designed, developed and delivered Chrysler Corporations Financial Services Facilitator Skills curriculum
- Participated in the design and development of Chrysler Corporation's Financial Services curriculum
- Designed, developed Toyota's MR2 Spyder In-Dealership Training Curriculum
- Designed, developed and delivered Toyota's Sequoia Launch Curriculum
- Designed, developed and delivered Acura's MDX Launch Curriculum.
- Designed, developed Toyota's Corolla/Matrix Launch Training Curriculum
- Facilitator for Toyota/Lexus Financial Services Branding Initiative
- Lead Facilitator Mazda Speed Protoge Launch Curriculum
- Development Team & Lead Facilitator Mazda Speed Test Drive Curriculum
- Designed, Developed and Trained Trainers for Acura's RL launch

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- Designed, Developed and Delivered GM's (Power of Personalization) Accessories Selling Workshop
- Development Team & Facilitated Mazda's Full Circle Service
- Facilitated Team Building Sessions for opening of Hyundai Plant
- Developed & Delivered MAZDA's Five R's of Service Retention
- Designed and Conducted In-dealership Accessories Training for GM
- Development Team & Lead Instructor for Toyota's "Driving Expectations" Teen Driving initiative
- Keynote Speaker and Workshop Developer/Leader for GMSPO Powertrain Division 2008 National Conference
- Development Team & Lead Facilitator / Coach Ford Flex Launch Training
- Facilitator Mazda 3 In-Dealership Launch
- Facilitator Mazda 2009 Core Product Road Show
- Jaguar Product Knowledge Facilitator
- Developed and Facilitated Driver's Edge Parent Coaching Curriculum
- Facilitator Jaguar XJ In-Dealership Launch

#### Corporate Universities worked with

- University of Toyota
- Mitsubishi Academy
- MAZDA State University

#### Contracted Company Clients

- Integrity Selling Systems
- Ross Roy Communications
- Carlson Marketing Group (Automotive Division)
- Caribiner Inc.
- Sandy Corporation
- Business Incentives, Inc.
- Automotive Events, Inc.
- Visual Services, Inc.
- New Gen
- Martin Brinkerhoff and Associates

- Jackson-Dawson Communications
- Jack Morton Worldwide
- Maritz
- Campos Creative Works
- Stemnock and Associates
- Excellence in Motivation
- J.D. Power & Associates
- iFactor
- AMCI
- General Physics
- Baylor Group

#### Automotive Manufacturer Clients

- Ford
- Chrysler
- Toyota Motor
- Toyota Financial Services
- GM
- Saturn
- Mitsubishi
- Acura
- Nissan
- Mercedes-Benz
- Suburu
- Volkswagon
- Mazda
- Jaguar
- Hyundai
- Yokohama Tires
- Suzuki
- Lexus

Jim has also developed and facilitated training in other industries, such as banking, television & appliance, health care, public education and insurance, Marine and Motorsports & Community Colleges. He would gladly provide details upon request.

**THANKS FOR THE OPPORTUNITY TO SERVE YOU!**