

# 2024 US Training Schedule



Last updated February 2024.

## Executive Training

### General Management Executive Program

Scan the QR code below for details.

### General Management I

May 6-9      Sep 9-12  
Jun 24-27    Nov 11-14

### General Management II

May 20-23    Aug 12-15    Nov 18-21

### Financial Management I

May 6-8      Jul 22-24    Nov 4-6  
Jun 10-12    Sep 16-18    Dec 16-18

### Financial Management II

May 8-10     Jul 24-26    Nov 6-8  
Jun 12-14    Sep 18-20    Dec 18-20

### Effective Leadership

May 1-2      Aug 26-27    Nov 11-12  
Jun 20-21    Oct 7-8      Dec 12-13

### Strategic Talent Acquisition & Retention I

June 17-18    Oct 3-4

### Success Driven Pay Plans

Sep 4-5

### A General Manager's Guide to Service & Parts

Sep 4-5

## Variable Ops Training

### General Sales Management I

May 20-22    Aug 19-21    Oct 21-23  
Jun 10-12    Sep 23-25    Dec 9-11  
Jul 15-17

### General Sales Management II

May 22-24    Aug 21-23    Oct 23-25  
Jun 12-14    Sep 25-27    Dec 11-13  
Jul 17-19

### General Sales Management III

Jun 3-4      Oct 7-8      Dec 10-11  
Aug 5-6      Nov 13-14

### Used Vehicle Management I

Jun 3-5      Aug 19-21    Nov 18-20  
Jul 15-17    Oct 7-9

### Used Vehicle Management II

Jun 5-7      Aug 21-23    Nov 20-22  
Jul 17-19    Oct 9-11

### Used Vehicle Management III

Jun 20-21    Sep 4-5      Nov 6-7

### Internet/BDC Operations Management

May 14-15    Oct 9-10     Dec 17-18  
Aug 5-6

### Mastering Digital Marketing

May 16-17    Aug 7-8      Dec 19-20



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# Fixed Ops Training

## Service Advisor Training I

Jul 8                      Oct 3

## Service Advisor Training II

Jul 9                      Oct 4

## Service Management I

May 6-8	Aug 19-21	Nov 11-13
Jun 24-26	Sep 23-25	Dec 16-18
Jul 22-24	Oct 21-23	

## Service Management II

May 8-10	Aug 21-23	Nov 13-15
Jun 26-28	Sep 25-27	Dec 18-20
Jul 24-26	Oct 23-25	

## Service Management III

May 14-15	Aug 7-8	Nov 25-26
Jun 20-21	Oct 3-4	

## Parts & Accessories Management I

Jun 24-26	Sep 16-18	Nov 18-20
Aug 12-14	Oct 14-16	Dec 16-18

## Parts & Accessories Management II

Jun 26-28	Sep 18-20	Nov 20-22
Aug 14-16	Oct 16-18	Dec 18-20

## Parts & Accessories Management III

May 1-2	Jul 29-30	Nov 25-26
Jun 20-21	Sep 23-24	

## Collision Center Management

May 1-3                      Sep 4-6

# Training in Select Cities

## Service Advisor Training I

Jun 6 - Dallas	Nov 4 - Orlando
Aug 26 - Scottsdale	Dec 12 - Dallas

## Service Advisor Training II

Jun 7 - Dallas	Nov 5 - Orlando
Aug 27 - Scottsdale	Dec 13 - Dallas

# Online Training

## Train on Your Terms

Our retail automotive training is available wherever you are. Get the full classroom experience with our robust online platform. **Pricing starts at \$299.**



# Discounts & Offers

## Annual Training Subscription Plan

Make the commitment to a disciplined management training initiative for your dealership and save thousands on your annual training costs.

**\$995 per month, for one store**  
(Excludes GMEP. Multi-store discount available.)

## Program Discounts

Get the most out of your training experience by taking the full course path we've outlined for you.

Save an average of 30% when you purchase sessions I and II at the same time — or purchase all three sessions and save even more.

# 2024 Online Training Schedule



Experience live NCM training from the comfort and convenience of your own space with our instructor-led online courses. Engage directly with expert instructors and fellow participants while achieving the same competencies and objectives as our in-person training offerings.

Each course spans two to four 75-minute sessions specifically designed for an online environment. These sessions are held over the course of a month and complemented by self-paced study materials. All you need is a computer with a camera and a microphone in a quiet space and you are on your way becoming equipped with practical strategies to enhance your skills and address the unique challenges you encounter.

## Fixed Ops Training

### Service Advisor Training I

#### May Online Course

Session 1 – May 2  
Session 2 – May 9  
Session 3 – May 16  
Session 4 – May 23

#### September Online Course

Session 1 – September 6  
Session 2 – September 13  
Session 3 – September 20  
Session 4 – September 27

#### June Online Course

Session 1 – June 6  
Session 2 – June 13  
Session 3 – June 20  
Session 4 – June 27

#### October Online Course

Session 1 – October 2  
Session 2 – October 9  
Session 3 – October 16  
Session 4 – October 23

#### July Online Course

Session 1 – July 2  
Session 2 – July 9  
Session 3 – July 16  
Session 4 – July 23

#### December Online Course

Session 1 – December 2  
Session 2 – December 9  
Session 3 – December 16  
Session 4 – December 23

#### August Online Course

Session 1 – August 7  
Session 2 – August 14  
Session 3 – August 21  
Session 4 – August 28

### Service Advisor Training II

#### August Online Course

Session 1 – August 8  
Session 2 – August 15  
Session 3 – August 22  
Session 4 – August 29

#### October Online Course

Session 1 – October 4  
Session 2 – October 11  
Session 3 – October 18  
Session 4 – October 25

### Service Management I

#### May Online Course

Session 1 – May 3  
Session 2 – May 10  
Session 3 – May 17  
Session 4 – May 24

#### November Online Course

Session 1 – November 6  
Session 2 – November 13  
Session 3 – November 20  
Session 4 – November 27

#### August Online Course

Session 1 – August 2  
Session 2 – August 9  
Session 3 – August 16  
Session 4 – August 23

### Parts & Accessories Management I

#### July Online Course

Session 1 – July 3  
Session 2 – July 10  
Session 3 – July 17  
Session 4 – July 24

#### October Online Course

Session 1 – October 3  
Session 2 – October 10  
Session 3 – October 17  
Session 4 – October 24

# 2024 Online Training Schedule



## Variable Ops Training

### Sales Consultant I

#### May Online Course

Session 1 - May 1  
Session 2 - May 8

#### June Online Course

Session 1 - June 7  
Session 2 - June 14

#### July Online Course

Session 1 - July 11  
Session 2 - July 18

#### August Online Course

Session 1 - August 6  
Session 2 - August 13

#### September Online Course

Session 1 - September 5  
Session 2 - September 12

#### October Online Course

Session 1 - October 8  
Session 2 - October 15

#### November Online Course

Session 1 - November 8  
Session 2 - November 15

### Sales Consultant II

#### June Online Course

Session 1 - June 21  
Session 2 - June 28

#### October Online Course

Session 1 - October 22  
Session 2 - October 29

#### December Online Course

Session 1 - December 3  
Session 2 - December 10

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### Used Vehicle Management I

#### June Online Course

Session 1 - June 5  
Session 2 - June 12  
Session 3 - June 19  
Session 4 - June 26

#### September Online Course

Session 1 - September 4  
Session 2 - September 11  
Session 3 - September 18  
Session 4 - September 25



## DISCOUNTS & OFFERS

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### Program Discounts

Get the most out of your training experience by taking the full course path we've outlined for you.

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# 2024 Toronto Training Schedule



NCM® Associates training provide in-depth, real-world strategies and best practices that you can take back to the dealership. Grow your expertise and accountability management skills during workshops with successful peers and industry-leading trainers in Toronto, Canada. (Updated February 2024)

## Executive Training

### General Management Executive Program

Mar 18-21      Aug 19-22

### Effective Leadership

Nov 4-5

## Variable Ops Training

### General Sales Management I

May 13-15      Oct 7-9

### General Sales Management II

May 15-17      Oct 9-11

### Used Vehicle Management I

Apr 22-24      Oct 21-23  
Jul 22-24

### Used Vehicle Management II

Apr 24-26      Oct 23-25  
Jul 24-26

### Used Vehicle Management III

Mar 25-26      Nov 6-7

## Fixed Ops Training

### Service Advisor Training I

Mar 27      Sep 23

### Service Advisor Training II

Mar 28      Sep 24

### Service Management I

Jun 24-26      Dec 16-18  
Sep 16-18

### Service Management II

Jun 26-28      Dec 18-20  
Sep 18-20

### Service Management III

Mar 14-15      Oct 28-29

### Parts & Accessories Management I

Oct 21-23

### Parts & Accessories Management II

Oct 23-25



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