



# Steve Gilland

## Automotive Consultant

### Career Summary

While Steve's™ manufacturers experience with Ford Motor Company's™ Customer Service Division (7 years) is valuable, nothing could compare to the actual seven years working in automotive dealerships in different management positions. From service management to selling cars this hands on experience has proven to be Steve's™ biggest asset when working in dealerships or doing presentations to retail managers and employees. In 1997, Steve decided to use both his manufacturing and retail experience and form Teamworks, Inc. Teamworks would focus on: improving employee engagement, customer satisfaction and loyalty, and dealership departmental profitability.

**Metro Area:** Louisville

### Expertise

Dealership Sales Experience	Group Facilitation Skills
CSI/SSI Consulting	Process Redesign
Large Audience Presentations	Instructional Design
Train-the-Trainer Facilitation	Trainer Management
Curriculum Development	Sales Skills Training
Service Soft Skills Training	Management Consulting

### Latest Projects:

Relationship Selling - FCSD

Area Coach - Lexus Redefining Luxury

Facilitator - Honda EXCELL

XL2000 Facilitator - Ford

Ford Standards Coach for Sandy Corp.

**Other Relevant Expertise:** Independent Business Owner





Automotive Consultant Association