



# Michael Guastini

## Automotive Consultant

### Career Summary

I make change, ...in the culture and operation of organizations. I have decades of experience in the retail automotive business where I learned how to move an organization. I have a California teaching credential where I taught Special Ed. kids, learning to change the behaviors of emotionally disturbed adolescents. My time as performer; on stage, in radio, TV, Film and as a stand-up comedian taught me to communicate clearly and keep people interested. For the last eighteen years, I've trained and consulted at every level of the automotive food chain: from corporate officers in the manufacturer's headquarters, to porters on the retail drive. I've worked with more than 800 dealerships. Each store presented different problems and I've learned from all of them.

**Metro Area:** Charlotte

### Expertise

Dealership Sales Experience	Dealership Service 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:

VW Customer Experience Initiative

Trainer - Skillpath Business Seminars

Trainer - AutoNation

Commercial Vehicle Installations - GMC

Retail Trainer - GT Group

**Other Relevant Expertise:** Independent Business Owner



Automotive Consultant Association