

Make communication your priority

- Start by coming up with a plan for how often you should check in with your team and how you plan to communicate going forward.
- Maintain high levels of communication with your clients through technology - ie. Microsoft teams, video calls and text.
- Stay in touch with your team. Use an instant messenger, video and calls to keep in regular contact outside of set regular meeting times.

Structure your space and time

- Structure your time and space as you would for a 'normal' work day.
- Have a space you go to specifically for work - that is only for work.
- Have a routine to work your normal hours, and communicate these with your team and household.

Put positivity and responsibility first

- Be proud to be responsible. These are trying times, but you are not alone. We're available for you.
- Check with your Dealer Development Manager for ways LGM is supporting you (e.g. NIDPP)
- Don't assume a negative outcome, you are still a valuable service. Put your customers and responsible business practices first.

Utilize digital tools

- Distance doesn't need to be a barrier. Use apps and digital tools to stay organized, communicate with co-workers and customers and process sales.
- Utilize your available sales tools like LGM HUB eMenu to showcase bundled protection products.
- Streamline your work process; create a folder with quick access to your most used PDF brochures, waivers, and other documents.

Level up

- Continue learning! There are many learning resources open to you right now. Check out more modules in the LGM online training platform.
- Share your learnings and courses with coworkers and keep your skills sharp.
- Learn about LGM's Essential Loan Products. Our Dealer Development Managers can direct you to other relevant learning activities that would benefit you and your clients.

Create opportunities

- Enhance digital relationships with customers by looking for new opportunities for growth and service.
- Seek referrals from your service dept. for new opportunities with clients.
- Mine your database for end of term, potential repurchase customers.

For more resources, visit lgm.ca/covid-19-dealer-resources.