

Onboarding Planner for Sales Consultants

Welcome to the Kia team!

This planner is designed to help you track what you learned in the course and provide the opportunity for you to track your personal onboarding goals.

Key Kia Training Programs

Product Training

You will learn about the vehicles in each year's lineup through:

- Web-based Training (WBT) courses for All-New vehicles when they are released.
- Instructor-led Training (which may be in-person or virtual) to help you prepare to introduce the vehicle to your customers with scenario-based practice and in-depth discussion.
- The electronic Product Reference Guide, or ePRG, that serves as a reference and supports self-study.

Kia Technology Training

Kia's technology training courses will help you as a Sales Consultant prepare to introduce Kia's advanced technologies to your customers. There are courses focused on:

- Kia Drive Wise*
- Kia Connect*
- Automotive Fundamentals:
 - Kia Chassis and Powertrains
 - Multi-media and Convenience

Core Selling Skills Courses

The Core Selling Skills series of courses augments the product courses with a foundation of selling skills from establishing a connection with the customer to reaching an agreement to providing a customer focused delivery, all of which target elevating the customer experience.



Sales Tools and Resources

Learning and Development Resources

- **Kia University:** You will find your Learning Plan and Minimum Training & Certification Requirements.
- **Kia Performance Center (KPC):** Check for required training and learn about what incentives are being offered.

Product References

- **Kia.com:** Kia's website is a valuable resource for information about Kia products and technology.
- **Kia Features & Functions Videos on YouTube™:** Refer to Kia's Features and Functions Videos found at www.youtube.com/kiafeaturevideos for detailed explanations of vehicle features to help you prepare to introduce them to customers.
- **Product Presentation Center (PPC):** This website contains electronic Product Reference Guides (ePRGs) which include details about the features available on each Kia vehicle, including Kia Connect* and Kia Drive Wise*.
- **Kia Access* App:** The Kia Access* app provides information for every vehicle whether it is equipped with Kia Connect* or not. You will find vehicle maintenance schedule, warranty* information, manuals, and, if the vehicle is equipped, Kia Connect* and Remote* access to the vehicle.
- **Kia Global Information System (KGIS):** Accessed through KDealer.com, the Kia Global Information System (KGIS) houses relevant information that can assist you in educating the customer about Kia vehicles, technologies, and features. On KGIS, you can access Owner's Manuals without the need to enter a VIN, Features and Functions Guides, Quick Start Guides, and other helpful information.

Other Tools

- **GoalLine:** Through GoalLine, you can review your customer experience survey results to identify where you excel and opportunities for improvement.
- **Push-2-Mobile:** With Push-2-Mobile, you will receive notifications and have instant access to the latest sales and product insights, anywhere, anytime. You can opt-in on your desktop, laptop, or from your mobile device.
- **Kia Connect* Reports:** Access Kia Connect* reports on KDealer to track which customers you have enrolled in Kia Connect*.



Your Onboarding Goals

Take some time to consider your goals during your onboarding period and for your role as a Sales Consultant.

- What do you think will set you apart in your new role?

- What do you hope to learn during the first three months at Kia?

- What do you want to achieve in your first six months?

- What challenges do you hope to overcome?

- What resources are available to support you as you learn about your new job?



* Important safety information and disclaimers for certain features and functions can be found at www.KiaPPC.com in the Kia ePRGs or Kia Learning Center dropdowns.

- What questions do you have?

- What support do you think you will need and how can you get it?

