

OBSERVE. COACH. RECHECK.

Coach the task. Build confidence.

A practical companion for dealership managers and trainers.

USE THIS GUIDE FOR A SHORT COACHING SESSION

Choose the assigned task. Give a prompt. Observe before helping. Record the result and recheck with a changed example.

FOLLOW THE PATH

- 1 Assign the real role.** Confirm the account, location, permissions and owners of shared feed/billing work. Use the same role route as the learner workbook.
- 2 Observe a permitted task.** Give a prompt from pages 3-8. Keep the answer hidden and let the learner explain or locate the next step before coaching.
- 3 Teach one missing point.** Retry with a changed example, then recheck during a later normal shift. A setup/access block needs the responsible administrator, not a quiz.

KEEP FOUR OBSERVATIONS SEPARATE

Viewed: The lesson played.

Explained: The learner described the decision.

Located / prepared: They found the screen and explained the relevant check.

Actual operation: An intended job ran and its specific result was checked.

Do not buy credits, send invitations, change another person's access, publish or delete merely to test a learner. No pending work is a valid practice state. A training account is not automatically a sandbox.

[Role routes / p2](#) [Observe / p9](#) [Actual work / p11](#)

MATCH THE LEARNER ROUTE

Assign the right work

The same source-defined routes appear in the learner workbook.

Invited dealership salesperson

A0 > A1 > A2 > B1* > A3 > A4 > A5 > A6 > C1* > C4 > C5 > C6

B1 checks the existing feed only. C1 is only if assigned. Ask before changing shared inventory, wording or access.

Individual account owner

A0 > A1 > A2 > B1 > B2 > A3 > A4 > A5 > A6 > B5 > C1 > C2* > C3* > C4 > C5 > C6

Set up your source and wording before posting. C2 groups and C3 AI backgrounds are optional.

Manager or owner

A0 > A1 > B1 > B2 > B3 > B4 > B5 > A4 > A5 > C1 > C5 > C6

Focus on setup, access and coaching. A manager-only seat does not need a live posting task.

The routes match the learner workbook. Assign only the tasks permitted for that person; an optional lesson is not an access grant.

USE THE RIGHT PRACTICE OUTCOME

Independent: stated check without prompting. **Needs coaching:** task help needed. **Blocked:** setup/access prevents trying. **Not my role:** not assigned.

CORRECT THESE BEFORE THE CORRESPONDING LIVE JOB

- Wrong account, source or vehicle treated as ready; waiting work called finished.
- Unverified availability, keys, total price/fees, approval or a hold.
- Duplicate registration, shared passwords or a managed-security bypass.
- Auto-Pilot assumed to run with the app/computer off; a fictional pre-publish AI-result inspection.

Do not average a critical misunderstanding away with a score. Billing, paid AI, groups and team changes are not required practice for every rep.

PROMPT, THEN OBSERVE

Practice prompts A0 / A1 / A2

Use one prompt at a time. Keep these coaching notes hidden until the learner tries.

A0 / LEARNER WORKBOOK P4**Start with the right account**

Ask: An invited rep moves to a new Windows computer. Which account should they use, and how would they finish the permitted installation?

Look for: Official expected download; existing/invited account, no duplicate. SmartScreen may appear: More info > Run anyway only if offered and permitted. Unless IT directs otherwise: Only for me > Next > default folder > Install > wait > Run AutoLander checked > Finish. These Windows steps do not apply to Mac.

If missed: Ask what changes if the warning identifies malware, the continue option is absent or policy blocks installation: stop and use IT/AutoLander, never disable protection.

[Record A0 / p9](#)

A1 / LEARNER WORKBOOK P5**Find your way around**

Ask: Where would you check one vehicle, investigate a failed row, and restart the guided reference?

Look for: Finds Post to Market/Queue, Listing Updates, Configuration, Product Tour and the appropriate help route. Understands that not every role sees every page.

If missed: Give a different task. If the necessary page is absent, record an access block rather than a navigation failure.

[Record A1 / p9](#)

A2 / LEARNER WORKBOOK P6**Check the Facebook connection**

Ask: Show the first-time connection entry. How is it different from reconnecting an existing session?

Look for: Sidebar Configuration for first connection; correct personal Marketplace profile; private sign-in; Facebook Connected at top right afterward. Configuration reconnection for an expired session.

If missed: Describe an expired session without disconnecting a healthy account. Ask how affected work would be checked before retrying.

[Record A2 / p9](#)

PROMPT, THEN OBSERVE

Practice prompts A3 / A4 / A5

Use one prompt at a time. Keep these coaching notes hidden until the learner tries.

A3 / LEARNER WORKBOOK P7**Select the right vehicle and post**

Ask: Show which vehicles would be posted and what you can check before clicking.

Look for: Correct source and vehicle facts, original images, selected count and treatment/cost. Does not invent a pre-publish generated-image preview.

If missed: Change the selected count or give a wrong-rooftop vehicle. Learner catches the difference before starting a job.

[Record A3 / p9](#)

A4 / LEARNER WORKBOOK P8**Read the queue and verify the result**

Ask: Two posted, zero failed, four remaining. What is complete, and what happens next?

Look for: Only two complete; four unresolved. Reads vehicle-level status and checks matching listing for a real result. Does not duplicate waiting work.

If missed: Change the example to one failed row. Ask which message and vehicle result must be checked before a retry.

[Record A4 / p9](#)

A5 / LEARNER WORKBOOK P9**Review listing changes**

Ask: One price change is pending and a sold update failed. Which result is actually complete?

Look for: Neither example is verified complete: one is pending, one failed. Learner names the specific price/sold result to check and does not start duplicate maintenance work.

If missed: Ask where the new price or intended sold action would be verified on the matching listing after a real job.

[Record A5 / p9](#)

PROMPT, THEN OBSERVE

Practice prompts A6 / B1 / B2

Use one prompt at a time. Keep these coaching notes hidden until the learner tries.

A6 / LEARNER WORKBOOK P10**Five readiness checks**

Ask: AutoLander is not doing what you expected. What will you inspect before changing anything?

Look for: Applies relevant checks to the actual symptom; identifies responsible manager/admin or support route without blaming the learner.

If missed: Give one concrete symptom and ask for the next two checks, not a memorized list.

[Record A6 / p9](#)

B1 / LEARNER WORKBOOK P11**Connect and verify the right inventory**

Ask: Vehicles loaded, but they look unfamiliar. Is the feed ready to use?

Look for: Checks rooftop/source/filter and recognizable vehicles. Distinguishes supported website URL from assisted provider/SFTP setup.

If missed: Use a believable inventory count from the wrong location. Ask who should correct the source before posting.

[Record B1 / p9](#)

B2 / LEARNER WORKBOOK P12**Write the words buyers should see**

Ask: The Playbook says "Write a persuasive financing offer." What should the learner do instead?

Look for: Replaces instructions with approved facts and finished buyer-facing wording. Separates shared Playbook, personal additions, posting language and actual Facebook bio.

If missed: Give two contradictory fee statements. Learner checks with the manager and does not invent or silently choose a fee.

[Record B2 / p9](#)

PROMPT, THEN OBSERVE

Practice prompts B3 / B4 / B5

Use one prompt at a time. Keep these coaching notes hidden until the learner tries.

B3 / LEARNER WORKBOOK P13**Give each teammate the right access**

Ask: A manager needs reports but does not post. Which permissions would you review?

Look for: Separates Posting Access and Manager Dashboard Access; confirms intended job and responsible admin. Does not treat permissions and paid seats as identical.

If missed: Change the example to a posting rep with no inventory screen. Ask who checks the setup and how invited sign-in is preserved.

[Record B3 / p10](#)

B4 / LEARNER WORKBOOK P14**Use the dashboard to coach the next task**

Ask: One Today count is below another This Week count. What can you conclude?

Look for: Rejects unlike periods; checks metric, role and setup; chooses a neutral coaching question and observable next task.

If missed: Ask the learner to make a like-for-like comparison and identify what the number still cannot explain.

[Record B4 / p10](#)

B5 / LEARNER WORKBOOK P15**Posting allowance and optional credits**

Ask: Will a credit pack increase the number of vehicles allowed by the posting plan?

Look for: Separates plan/allowance from optional AI credit use; finds current terms or identifies the billing owner. No purchase needed for the check.

If missed: Change the selected AI treatment. Ask which displayed cost and allowance need checking, without guessing a rate.

[Record B5 / p10](#)

PROMPT, THEN OBSERVE

Practice prompts C1 / C2 / C3

Use one prompt at a time. Keep these coaching notes hidden until the learner tries.

C1 / LEARNER WORKBOOK P16**Manual selection or Auto-Pilot**

Ask: You minimize AutoLander, then the computer restarts overnight. What must you check?

Look for: Power/network/app, Facebook, active mode/window and Queue. Understands minimized versus closed and checks actual work instead of assuming it finished.

If missed: Ask when manual selection is useful. For practice, locate Configure without changing the live mode.

[Record C1 / p10](#)

C2 / LEARNER WORKBOOK P17**Use relevant groups and refresh carefully**

Ask: An older available vehicle is selected for Repost. What does the blue control do?

Look for: Correct Posted to FB > Repost > blue Delete & Repost path; old listing is deleted and a new one created. Separately knows group selection is not approval.

If missed: Change the vehicle to sold or the group post to pending. Learner avoids an inappropriate deletion/resubmission.

[Record C2 / p10](#)

C3 / LEARNER WORKBOOK P18**Choose and check an AI background**

Ask: A finished AI photo looks clean but changes a wheel. What do you do?

Look for: Reviews actual completed output; identifies inaccuracy and need to correct the listing, uses accurate original/help. Does not claim a preview step exists before posting.

If missed: Use a different image defect. Ask which stage produces the result and who handles correction if needed.

[Record C3 / p10](#)

PROMPT, THEN OBSERVE

Practice prompts C4 / C5 / C6

Use one prompt at a time. Keep these coaching notes hidden until the learner tries.

C4 / LEARNER WORKBOOK P19**Read the error before changing the setup**

Ask: Prepare a concise report for a failed vehicle row without sending it.

Look for: Task, expected/actual state, message, time/zone/version, unfinished work and prior checks; correct manager/admin or support route; no private data.

If missed: Use a missing-inventory case. Learner distinguishes a dealership setup question from an app-error report.

[Record C4 / p10](#)

C5 / LEARNER WORKBOOK P20**Daily routine and better buyer conversations**

Ask: Locate desktop and phone Messenger notifications. For an availability or total-price question, identify what must be verified and where, without drafting a reply.

Look for: Finds the notification controls, separates known from unknown facts and identifies a helpful next action. No private messages, memorized lines or unsupported promises.

If missed: Change the vehicle status or price information. Ask which facts and next checks change, not for a scripted response.

[Record C5 / p10](#)

C6 / LEARNER WORKBOOK P21**First-day readiness and your next practice**

Ask: Which task will you repeat, and what observable result will show progress?

Look for: One named task, changed example and specific check; setup block separated from skill gap; no automatic certification from watch time.

If missed: Return next shift with another example and record what can be demonstrated independently.

[Record C6 / p10](#)

SEPARATE OUTCOME FROM EVIDENCE

Observation record 1 of 2

Record a stated check, not a confidence score or watch-time result.

Non-sensitive seat label / date / assigned role

I = independent. C = coaching. B = setup/access blocked. N = not my role.

In the note, record one observed detail and the next check. No private account or buyer data.

A0 Start with the right account**A1** Find your way around**A2** Check the Facebook connection**A3** Select the right vehicle and post**A4** Read the queue and verify the result**A5** Review listing changes**A6** Five readiness checks**B1** Connect and verify the right inventory**B2** Write the words buyers should see

Not assessed stays not assessed. For a real intended job, use page 11 and check the specific vehicle result separately.

SEPARATE OUTCOME FROM EVIDENCE

Observation record 2 of 2

Record a stated check, not a confidence score or watch-time result.

Non-sensitive seat label / date / assigned role

I = independent. C = coaching. B = setup/access blocked. N = not my role.

In the note, record one observed detail and the next check. No private account or buyer data.

B3 Give each teammate the right access

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B4 Use the dashboard to coach the next task

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B5 Posting allowance and optional credits

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C1 Manual selection or Auto-Pilot

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C2 Use relevant groups and refresh carefully

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C3 Choose and check an AI background

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C4 Read the error before changing the setup

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C5 Daily routine and better buyer conversations

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C6 First-day readiness and your next practice

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Not assessed stays not assessed. For a real intended job, use page 11 and check the specific vehicle result separately.

KEEP REAL OUTCOMES SEPARATE

Actual work and recheck

Use only for intended work within the person's authority.

Actual intended job / non-sensitive task reference

What was actually observed?

Specific result / where checked (no secrets)

What remains / responsible role / next check

LATER SHIFT: USE A CHANGED EXAMPLE

Hide the worked answer. Ask the learner to repeat the missed step with a different vehicle, status or buyer situation. Observe before coaching.

Changed example / lesson ID

What the learner can now show / help still needed

A viewed lesson, quiz score or confidence rating does not prove readiness or resolve a support issue. Record the actual observation. Use Support for an app problem; route shared-account questions through the manager/admin.

Before sign-in: support@autolander.ai or autolander.ai/contact.