



Purpose

To provide links to examples of online learning.

These examples illustrate modules from a single course, which, at the user's discretion, may or may not be taken in conjunction with reading the book *The Customer is NEVER Right – Sell More Trucks, Cars, Buses, Parts . . . Anything in One Month*. (Note: These examples are NOT set to work on mobile devices. For examples that will play on mobile devices, [please contact Ian](#), as you may need to follow a few steps to view, such as downloading the proper free app for your device. Thank you.)

EXAMPLE 1 – STAPLE QUESTIONS (View this first – accompanies “Excerpt 1” of the book)

EXAMPLE 2 – BEYOND STAPLE QUESTIONS (View this last – accompanies “Excerpt 2” of the book)

