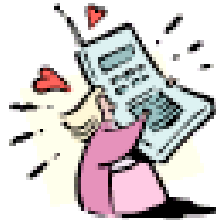




Love 'em & Lead 'em

Coaching Conversations



"Our mission is to help you make your vision a reality."

A Fresh Perspective, Inc.
www.getafreshperspective.com
Call toll free: 877.441.6782

47 Asylum Road Warren, RI 02885
E-mail: lyn@getafreshperspective.com
Fax: 401.247.4834

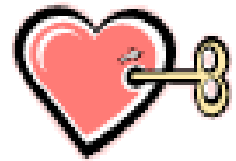
Coaching Conversations

Preparation plays an important role in the success of your one-on-one coaching conversations.

- The person you are coaching should fill in the *Critique Your Week* form before calling you.
- You have a folder or binder tab with her *Coaching Calendars* to take notes on her business activity.
- Coaching is a two-way street. Being on time for the phone call and prepared to talk about the details of her business indicates that she cares about her business. You do your part by listening and guiding. Your coaching helps her avoid potholes on the journey.
- The information you gather helps you analyze your business and plan for the future.

Each Coaching Call is a Discovery Process

- You ask open-ended questions.
- Catch her doing something right!
- Use the *Critique Your Week* form as a guide for the questions you ask.
- “Celebrate and Fix.”



Go over each party she held one at a time. Here are some sample questions to get you started:

"Let's go over the details of _____'s party first. "

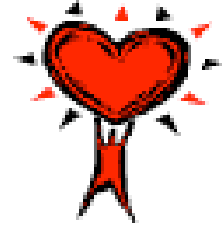
- ✓ *"How many were invited?"*
- ✓ *"How many guests were there?"*
- ✓ *"How were the guests invited?"*
- ✓ *"How many outside orders did your hostess have when you arrived?"*
- ✓ *"What were the sales of the party?" "Is the party still open?"*
- ✓ *"What are the names of your future hostesses. When did you book them?"*
- ✓ *"Did you notice any green flags that someone might be interested in finding out more about the business?"*
- ✓ *"What went well at this party?"*
- ✓ *"What could have gone better?"*

"Overall, how do you feel about your business right now?"

"What would you like to focus on for next week?"

Caution: Don't try to "fix" everything on one call. Pick the area you feel is most important or ask her, *"What skill would you like to work on improving this week?"*

Troubleshooting



Here are some things to consider if your team member is having one of these problems:

Consistently low sales:

- ❖ Inquire about her hostess coaching.
- ❖ Find out if she is goal-setting with her hostess.
- ❖ Find out if she is making the party interactive and fun.
- ❖ Is she paying personal attention to each guest during the order process?

Small attendance:

- ❖ Ask if she is helping her hostess develop her guest list.
- ❖ How is the invitation process is being handled?
- ❖ Is she coaching for three to four times as many guests to be invited as she hopes will attend?
- ❖ Make sure the hostess is inviting personally and asking, “*Can you come?*”
- ❖ Who is mailing the invitations and making the reminder calls?

Not getting many bookings:

- ❖ Does she know how to coach for a pre-arranged booking?
- ❖ Find out how she is building rapport with the guests.
- ❖ Ask her whether she would want to book with her.
- ❖ Ask how she feels about offering people the opportunity to book a party.
- ❖ Is she treating each guest to individual attention and offering her Open Dates Sheet?

Not recognizing green flags:

- ❖ Is she listening before, during and after the party to identify interests and needs?
- ❖ Does she know that not all green flags sound positive?

Not getting many recruit prospects:

- ❖ Is she telling her “WHY Story” in a compelling way?
- ❖ Find out if she goes to the party prepared with plenty of business information.
- ❖ Ask about how she is inviting her hostess to consider joining her in the business.
- ❖ How is she using visuals at her party?
- ❖ Is she inviting every guest to find out more?

Small average guest order:

- ❖ Ask her if she is mentioning gift ideas during her presentation.
- ❖ How is she encouraging add-on sales when she total the guest’s order?
- ❖ Find out her comfort level with cross-selling.
- ❖ Ask if she is offering a large order incentive.

She is not hitting her goal:

- ❖ Ask whether her goal has changed or if she has hit an obstacle she doesn’t know how to handle.
- ❖ Give her permission to change her goal if that’s what she really wants.
- ❖ Find out if she would like to make a new action plan.

Critique Your Week

Week of _____

Show 1: Hostess Name	# Guests Invited: Attending:	Outside Orders	Total Sales Av. Order	Still open? Yes/No	Bookings	Prospects	Info. Packets
What went well?							
What needs improvement?							
Show 2: Hostess Name	# Guests Invited: Attending:	Outside Orders	Total Sales Av. Order	Still open? Yes/No	Bookings	Prospects	Info. Packets
What went well?							
What needs improvements?							
Show 3: Hostess Name	# Guests Invited: Attending:	Outside Orders	Total Sales Av. Order	Still open? Yes/No	Bookings	Prospects	Info. Packets
What went well?							
What needs improvements?							
Show 4: Hostess Name	# Guests Invited: Attending:	Outside Orders	Total Sales Av. Order	Still open? Yes/No	Bookings	Prospects	Info. Packets
What went well?							
What needs improvements?							

Totals for this week: Sales _____ # Bookings _____ # Prospects _____ # Recruits Signed _____

Shows scheduled in the next four weeks: Week 1 _____ Week 2 _____ Week 3 _____ Week 4 _____

My focus for next week:

Things I'd like to discuss with my Upline:

Coaching Calendar for Name: _____

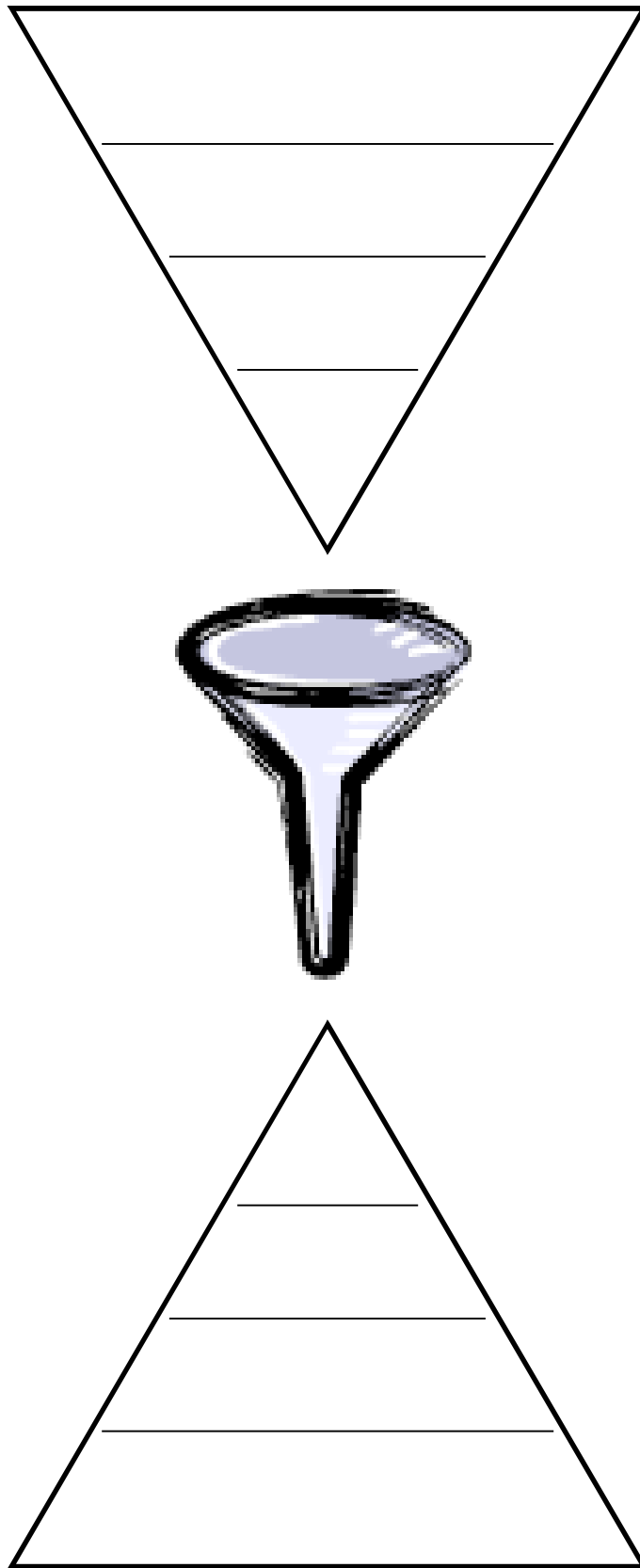
Phone: _____ E-Mail: _____

Month: _____ Goal: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Results	Week 1	Week 2	Week 3	Week 4	Monthly Totals
Contacts					
Sales					
Recruits					

Notes and prospects to follow-up:



Handling Difficult Situations

Inevitably, you will experience challenges and difficult situations as your group grows. Problem situations often do not indicate **problem people**. A problem usually arises when someone is struggling.

One-on-one Challenges

Individual challenges are best addressed through one-on-one coaching. When you begin a coaching relationship with a new person, remember to ask, *“If you start to get off track, how do you want me to handle it?”* Her answer will give you your cue of how to begin the conversation.

Business Skill Problems

- “Inoculate” against common problems. Let your teammate know that the “learning curve” for generating high sales, lots of bookings and recruiting prospects is real. Tell her that you will monitor these areas carefully and coach on them often.
- Identify the specific problem area(s). Handle one problem at a time.
- Assume your teammate wants a solution. Invite her to be part of the solution rather than lecturing her. Don’t overwhelm her with a long list of alternatives.
- Encourage an “apprentice mentality.” Invite her to observe you and other successful people often. She will assimilate the knowledge at her own rate.

“Head or Heart” Problems

- Remind your teammate of her goals. Ask, *“Have your goals changed, or is something getting in your way?”* Sometimes what appears to be “lack of will” is really “lack of skill.”
- Give your teammate permission to change her mind about her goals and be honest with you. Thank her for being honest and work out a new strategy with her.
- When “life gets in the way,” go back to the calendar with your teammate. Help her block the appropriate amount of time necessary to achieve her goals. Ask her to check in often to make sure she stays on track.

A lack of skill may often appear to be a lack of will!

Leaders Listen!

In most communication challenges, the solution lies in skillful listening to learn what someone really wants and problem solving to help them get it.

Listen Between the Lines

When someone communicates indirectly – through words and/or actions – you have to “translate.” These “unspoken words” can signal insecurity, frustration or a cry for HELP!

Action Steps:

- 1 **Understand** the issue.
- 2 Identify the **specific area** of concern.
- 3 **Demonstrate your belief** that she can succeed.
- 4 **Develop** an action plan with specific action steps **together**.
- 5 **Inspect what you expect**.

Verbal Comments

“I’m not going to hit that goal, but I was thinking of changing it anyway.”

What is being said? _____
How can you help? _____

“My husband doesn’t think that I’m making the money we need. I’m considering getting a part-time job.”

What is being said? _____
How can you help? _____

“I don’t have time...”

What is being said? _____
How can you help? _____

Additional Verbal Comments:

Non-verbal Comments

Failure to call on time for telephone coaching appointment

What is being said? _____
How can you help? _____

Not attending meetings

What is being said? _____
How can you help? _____

Change in activity level

What is being said? _____
How can you help? _____

Additional Non-verbal Comments:

Business Analysis

Analysis Date _____

Name	MTD Sales	Party Average	4-week Advance Bookings				Projected Sales/Mo	Prospects	Recruits
1 Personal									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
Totals									

Notes: