



on

The Language of Leaders

The Success Wheel

“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

Success Is Not An Event!

It's a Process ~ Choices are the Tools!

What do you want to see in your recruits? Model it! You never know when you are talking to your next recruit.

Duplication is the Key

- Provide the **Role Model**
- Develop **Relationships**
- **Create the Environment** for a Winner to Show Up



Do the Math!

You **DO** This is like _____.

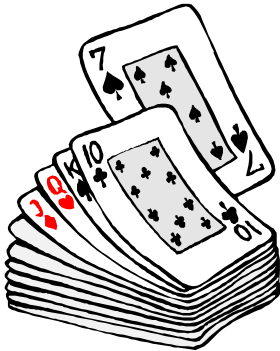
You **TEACH** This is like _____.

You **TEACH TO TEACH** This is _____.

You can't teach your recruits to *BE* you. You can only teach them to *Do What You Do!*
 Model what effectiveness looks like!
 Good Leaders are good _____, good _____ and good _____.

The Definition of Coaching

Coaching involves the ability to recognize and develop **potential**, tap into **talents, ideas and energy**, encourage **activity**, monitor **progress** and evaluate **results**.
 There is **nothing pushy** about helping someone _____.
 A coach unlocks the best in people and inspires action that leads to _____.



Stack the Deck in Your Favor!

Aces are _____

Face Cards are _____

Number Cards are _____

It's a Simple Business...

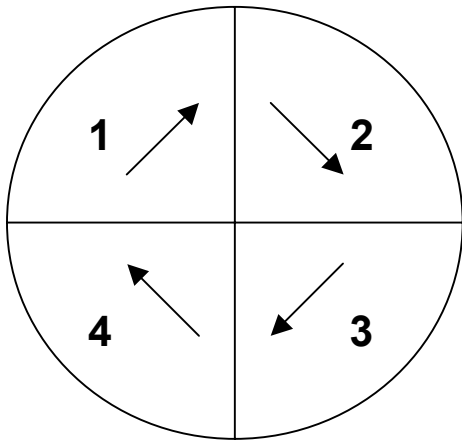
But It's Not Easy to Do What It Takes to Be Successful!

- Your job as the Leader is to explain the rules:
- Success requires ENOUGH consistent effort!
 - Duplicate the system – other people have already figured out how to be successful!
 - You have to give it ENOUGH time!

The Success Wheel

Educational experts describe four classic learning stages through which everyone must progress to develop skill and confidence.

No matter how much experience and success your new recruit has had in other areas, she still begins her new career at the first learning stage. Lock arms in the beginning, then eventually let go so she can begin the process with recruits of her own! Teaching and coaching your Consultants will help you build a large, stable organization.



Think of this “**Success Wheel**” to help you clarify your role.

1. Your new recruit is at the “**Unconscious Incompetence**” learning stage. She doesn’t know what she doesn’t know! Your role is to **set expectations** and **teach the basics** of the business.
2. Your Consultant moves to “**Conscious Incompetence.**” She is aware of how much she has to learn. Often, she lacks the assurance that she will become a success. Your role: **reassure, model and encourage practice.**
3. The next learning stage is “**Conscious Competence.**” Your Consultant knows what to do and how to do it! Your role shifts to **supporting and encouraging** your Consultant as she practices her skills.
4. The final learning stage is “**Unconscious Competence.**” Your Consultant is skillful and confident. You can **delegate responsibility** to her, and she can begin to coach recruits of her own!

Fresh Strategy!

Develop relationships and your business will grow. Look for leaders, but realize that your future leaders rarely come to you fully developed. Your job is to uncover potential and desire. Help them identify their goals, set expectations and model the activities that will help them achieve their goals.

Your job is to create an environment in which a leader can develop!



The Success Wheel

A “Fresh Spin” on Guiding Others to Success

You are not responsible for the **OUTCOME!** You are only responsible for giving **each recruit** the opportunity to succeed and giving them the time to **learn and grow.**

Stage 1 ~ Unconscious Incompetence

She doesn't know what she doesn't know. This is the most blissful stage!

Your Role: Find out what she is thinking! Get inside her head.

- What does she **think** she will be doing?
- What does she **think** the business can do for her?



Never **ASSUME...**

- She **understands** the realities.
- She knows **how to plan** for success.
- She **remembers** everything you say.
- No news is **good news!**
- She **can do it alone.**

Your job is to build _____, teach _____ and _____.

Help her **manage her expectations.** Realism doesn't discourage people – it sets them free! People only get discouraged when expectations and reality are too far apart.

Think of every new recruit as a **5 on a scale of 1–10!** When she gets to zero, _____.

Accept her where she is and help her write _____.

Help Her Get a Fresh Perspective on Her Future!

If your company has a “first training” tool, use it **as soon as the agreement is signed!** If your company does not recommend a tool, you can use *A Fresh Perspective on Your Future* (the last four pages of this workbook.) This tool asks your recruit to identify her “4 Ws:” **WHY** she is doing the business; **WHAT** she wants to achieve; **WHEN** she will work; and, **WHO** she will talk to.

Remember the “4Ws” for doing this activity with your new recruit **AS SOON AS POSSIBLE!**

- **Why** do this first training? _____
- **What** do you hope to achieve? _____
- **When** should you do it? _____
- **Who** should do it? _____

Tell your new recruit that your job is to help her get what she wants from her business. Schedule a regular coaching time with her.

“I have a coaching call with each of my new recruits once a week for six weeks. I do my coaching calls on _____ or _____. Which is better for you?”

The Success Wheel

Stage 2 ~ Conscious Incompetence

She is aware this is a business, it takes work and it's hard at times. This stage isn't fun!

Your Role:

- Be SPECIFIC: Give her specific, measurable, achievable assignments with deadlines. Reassure constantly: remind her you don't expect her to remember everything.
- Encourage consistency: she has to do ENOUGH of the right activities ENOUGH of the time to improve.
- Monitor Progress: she doesn't know what success looks like!

"What do you want me to do if you're not doing what you said you wanted to do to achieve your goals?"



Procrastination is the natural response to _____.

"You get paid to practice!" Expect _____ at this stage. *"We'll practice until you feel comfortable!"*

Focus on service. *"Prove to yourself that _____."*

Role Play! *"Don't tell me what you said...say it to me!"*

Stage 3 ~ Conscious Competence

She knows what to do and how to do it! She may have to think about it, **but she knows how.** This is a very exciting stage!!

Your Role Shifts:

- Support & Praise
- Monitor PROGRESS
- Offer Course Corrections
- Praise LIBERALLY
- Invite her to move up



You want to coach people who want to be in the game. You **are** responsible for _____. You **are not** responsible for _____.

Stage 4 ~ Unconscious Competence

She is skillful and confident. This stage can be hit in any of the skills at any point in the process.

Your Role is to:

- Delegate responsibility
- Continue to monitor progress
- Lock arms as she learns new skills

Expect Backsliding!

"Let's think about what you did to learn it before and let's do that again."

As she advances, she will be right back at Unconscious Incompetence for the new skill set!

You Lead an ALL-VOLUNTEER Work Force!

Use the *Monthly Action Planner* to keep track of your recruit's activity. Teach her to fill out the *Critique Your Week* sheet after every Show. These tools keep your coaching conversations focused!

The Success Wheel

Monthly Action Planner

Month _____

Goals for the month: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

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

Notes and prospects to follow-up:

The Success Wheel

CRITIQUE YOUR WEEK

Week of _____

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

A Fresh Perspective on Your Future!

Your personal business plan will be as unique as you are.

Take the time to answer a few questions to get your business off on the right foot.

WHY are you starting your business?

- ⇒ Did you fall in love with the **PRODUCTS**?
- ⇒ Does the idea of working with **PEOPLE** make you smile?
- ⇒ Will your business help you fulfill an important **PURPOSE**?
- ⇒ Are you thrilled with the **PROFIT** potential?
- ⇒ Do you want to achieve **PERSONAL GROWTH**?



Write down the reasons **WHY** you are beginning your business:

You already have lots of skills and talents that will help you.

Write down the assets you already have:

This is also a perfect opportunity for growth. Write down areas in which you want to improve:



What Do You Want To Achieve?

There are no limits! Financial success starts with deciding how much you want to earn and what you want to do with your income.

"I would like to use my earnings to:

"Each month, I want to earn \$ _____."

Pick Your Profit!

In column 1, fill in the Show Average for your area and the amount of commission you will receive for an Average Show. In column 2, fill in the amount of an Above Average Show in your area and your commission amount. Multiply the commission by the number of shows per week in column 1.

Circle what you want to earn each week!

Number of Shows per Week	Show Average in My Area is \$ _____ My commission is \$ _____	An Above Average Show in My Area is \$ _____ My commission is \$ _____
1		
2		
3		
4		
5		

The Success Wheel

Who will you talk to?

Everyone you know and everyone you meet may be interested in the three services you offer:

- ⇒ The chance to purchase fabulous products.
- ⇒ The opportunity to receive free products for hosting a Home Party.
- ⇒ The best opportunity of all...the chance to do what you do!

Take the 5-Minute “Who Do You Know?” Quiz. Pick a quiet spot. Set a timer for 5 minutes. Write down everyone you can think of. Consider this a brainstorming exercise. Don’t prejudge who will be interested in your services...just write as fast as you can! Don’t worry about addresses or phone numbers right now. Include the people with whom you do business or meet throughout the day, even if you don’t know their names. (Dental hygienist will do fine for now!)

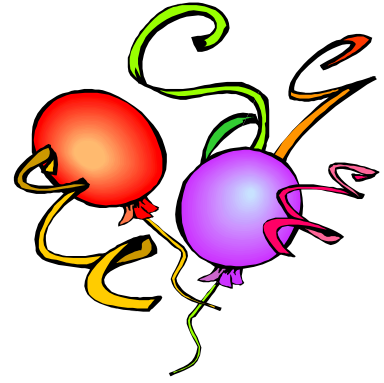
Who Do You Know?

Remember...	_____	_____
Relatives	_____	_____
Friends	_____	_____
Neighbors	_____	_____
Co-workers	_____	_____
⇒ Past	_____	_____
⇒ Present	_____	_____
⇒ Spouse’s	_____	_____
Health Club	_____	_____
Sports	_____	_____
Civic Activities	_____	_____
People from:	_____	_____
⇒ Church	_____	_____
⇒ School	_____	_____
⇒ Children’s friends	_____	_____
⇒ Holiday Card List	_____	_____
Business Contacts:	_____	_____
⇒ Banker	_____	_____
⇒ Hair	_____	_____
⇒ Nails	_____	_____
⇒ Accountant	_____	_____
⇒ Dentist’s office	_____	_____
⇒ Doctor’s office	_____	_____
⇒ Post office	_____	_____
⇒ Grocery store	_____	_____
⇒ Chamber of Commerce	_____	_____
⇒	_____	_____
⇒	_____	_____
⇒	_____	_____

**Carry your list around all day and keep writing names.
A BIG LIST is like money in the bank!**

Fresh Ideas

You just heard lots of new ideas. You can't possibly try them all right away. Pick out just a few that you want to use right away. Then listen again later and pick out a few more.



- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.