

QUAD Coaching

You learn to use the QUAD approach – Questions, Understanding, Answers, Decision – to become an excellent interviewer. Becoming an excellent interviewer is the secret to **building a large sales organization**. Becoming an excellent coach is the secret to **building people** so you **develop a thriving organization**. The great news is that the same skills you learned to become a great interviewer will help you become a great coach!

The **QUAD** approach works when you're recruiting because you take the time to discover what makes your prospect unique, let her know you appreciate her as a person (not just as a recruit prospect!) and offer specific answers to her questions so that she can arrive at the decision that is best for her.

The **QUAD** approach works when you're coaching because **you discover** what your Teammate needs to build a business that meets her needs, you let her know you truly understand her hopes, dreams and frustrations, you **help her discover** her own reasons to commit time and energy and you encourage her to decide to take action.

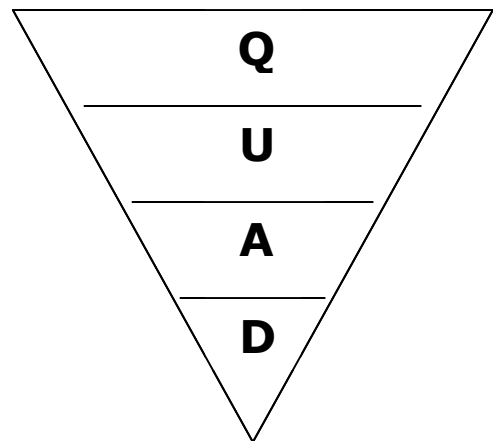
The **QUAD** is about relationship building. **QUAD** Coaching works for every skill level because you take your Teammate from where she is to where **she** wants to be. You provide a safe environment for her to stretch and grow in the business!

A **trusting relationship** is a prerequisite for coaching. Coaching is about helping someone be the best they **choose** to be. Before you can coach someone, you should find out:

- What does she **think** she will be doing?
- What does **success** look like to her?
- How does she **expect** to spend her time?
- What does she **fear**?

Ask "Discovery Questions" to help your team member unlock her own answers

We may have come to believe leadership is about "having the answers" and telling someone how to be successful. In reality, leading is more about asking than telling. Caring questions ignite passion and commitment far more than answers ever could! The result is a product of *what you ask* and *how you ask it*. The right words are less important than the right attitude. When you ask, you don't have an agenda about the answer. You are not looking for the answer you want to hear. Your purpose is to learn. There is not "right" answer; there is only the "real" answer.



What does your Teammate BELIEVE?

It doesn't make any difference what you say or what she says – it only makes a difference what she believes. Your Discovery Questions are the tool to figure out what she believes. You act as a mirror to help your Teammate see herself as others see her. You allow your Teammate to create her own path within a safe framework. You both take pride in the results!

A Fresh Perspective, Inc.

Q	<p>Begin with “Discovery Questions” that focus on the positive. Ask open-ended, thought-provoking questions. Find out what’s <u>really</u> going on. Ask questions that direct your Teammate toward solutions rather than obstacles. Encourage possibility thinking, catch your Teammate doing something right and build her self-esteem:</p> <ul style="list-style-type: none"> • <i>What’s the best thing that happened (yesterday, last week, etc.)?</i> • <i>Why was that so terrific?</i> • <i>How did you feel when that happened?</i> • <i>How can you repeat it?</i> <p>Explore problem areas:</p> <ul style="list-style-type: none"> • <i>Why do you think that happened? Or Tell me what you think caused that?</i> • <i>Are you doing something differently? Or What has changed?</i> • <i>If you knew you couldn’t fail, what would you do?</i> <p>Develop confidence and belief:</p> <ul style="list-style-type: none"> • <i>What would happen if...?</i> • <i>What will it mean to you when you...?</i> • <i>How can you apply _____ to your business right now?</i> • <i>How can you make it work?</i> • <i>What is your most powerful next step?</i> • <i>What are you looking forward to?</i> <p>Topic driven questions</p> <ul style="list-style-type: none"> • <i>Would you be excited about _____ with you?</i> • <i>Why do you think she reacted that way?</i> • <i>If you could change one thing...?</i>
U	<p>Express Understanding. Let her know you hear her and that you accept her answer <i>without judgment</i>. Attempt to identify the beliefs that underlie the words she says. <i>“What I hear you saying is...”</i> Breakthrough moments large and small are a result of your Teammate understanding what she really believes and what she can do about it.</p> <ul style="list-style-type: none"> • <i>I’m sure that was _____ (exciting, frustrating, upsetting, etc.)</i> • <i>It sounds like you feel _____. Would you like to talk about what to do next?</i> <p>Useful tools to express your understanding:</p> <ul style="list-style-type: none"> • <i>Feel, felt, found</i> (either personal or third person) is useful in expressing your understanding. <i>I know just how you feel! When I had two parties in a row with no bookings, I felt..., then I found that by...</i> • <i>That’s the beautiful thing about our company!</i> Let her know that she can customize her actions to any life situation.
A	<p>Suggest Simple Answers Ask your Teammate if she would like help coming up with an action plan.</p> <ul style="list-style-type: none"> • <i>Would you find it helpful if... (I told you what other people have done in that situation? Or I helped you figure out what to do next?)</i> • <i>Is that something you would like more of (less of)?</i> • <i>Can you imagine yourself...? Would you like to talk about how to make that happen?</i> <p>Do not attempt to solve several problem situations at the same time! If your Teammate feels overwhelmed, she probably won’t do anything.</p> <ul style="list-style-type: none"> • <i>Let’s tackle these challenges one at a time. What do you think would be the most helpful thing for us to work on (today, this week, etc.)</i>
D	<p>Decide on your next steps: Express faith in her ability to do what’s necessary.</p> <ul style="list-style-type: none"> • <i>What do you plan to do next?</i> • <i>How will you make it happen?</i> • <i>When will you get started on that?</i> • <i>What will you do if you run into a road block?</i>

Targeted QUAD Coaching

The techniques of QUAD Coaching can be applied at every stage of your teammate's development. It's normal for people to experience challenges and difficult situations. Problem situations do not necessarily indicate **problem people**. A problem usually arises when someone is struggling. Regardless of whether the problem is a "head" – skill – problem or a "heart" – will – problem, QUAD coaching will help you address it.

New Teammate Challenges:

Concern	Questions	Understanding	Answer	Decision
<i>"I don't have anyone else to call."</i>				
<i>"I can't get them to commit to a date."</i>				

Experienced Teammate Challenges:

Concern	Questions	Understanding	Answer	Decision
<i>"I don't know what happened, but I can't get a booking to save my life!"</i>				
<i>"They seem interested in the business but then they change their mind."</i>				
<i>"The people I recruited just aren't doing much."</i>				
<i>"I'm not making enough money. I think I need to get a part-time job."</i>				

Leader Challenges:

Concern	Questions	Understanding	Answer	Decision
<i>"I'm working <u>all the time</u> and my husband is (or I'm) sick of it!"</i>				
<i>"I didn't qualify to be paid as a Leader again this month."</i>				
<i>"My team never comes to my meetings."</i>				
<i>"I've scheduled coaching calls with my people but they just don't call."</i>				

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