



Providing You With The Tools You Need to
Succeed in Your Direct Sales/Party Plan Business



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The Smart Leader's Leadership Training #1

Become a Successful Mentor by Using The Coaching Call Prep Form & Powerful Questions

Let's talk about weekly mentoring calls. **The weekly support call is one of the best tools you, as a leader, have for connecting with your team.** It not only enables you to find out where they need your support, but also to support them in "showing up for themselves" and putting weekly action into play as they identify and work toward their goals.

Here are a few things to remember as you set up (or if you're already doing these calls modify) your weekly support calls with the members of your team:

- **Work with the willing.** You're giving these folks 30 minutes of your valuable time each week. **Make sure they are following through** by showing up for the calls and completing the action to which they commit each week. If team members are consistently not showing up, you may need to "bless and release" them, so you honor your time.

Training Tip: Share the "row boat" analogy with your team (below). You can also bring an actual wooden oar and magic markers, and have them come up if they want to and write their goal for their business for the next 6 months to a year on the oar (but only if they're willing to pick it up and row with you). Another idea is to give them small boats (or oars) to anchor the lesson.

"If I'm sitting in a boat with two oars, just relaxing with my hands behind my head, and you get in the boat and pick up one of the oars and start rowing, unless I pick up the other oar and row with you, we're going to go in circles. If someone isn't willing to row with you, jump out of their boat and swim to someone else's boat who is!"

- **Schedule approximately 30 minutes for each call.** This gives you time to determine where they need your support and then coach them to succeed
- **Ask your representatives to fill out and return to you a coaching call prep form** (see Handout #1) prior to your call so you have an idea about how to support them before you pick up the phone.

Training Tip: Encourage your team members to get this form back to you the day before your call. Not only does it support them in taking the time to evaluate their week and the best use of your coaching time, but it also supports you as the coach in knowing how best to support them.

- **Keep your coaching space clear of any distractions.** Shut down your computer, clear off any distractions and focus on your representative.
- **Take notes about what you talk about** so that you can reference them during your next call. Otherwise, especially if you're coaching more than one person at a time, you may forget what you talked about on your previous week's call.
- Use the Powerful Questions sheet (and post it in your coaching space) to help you stay curious and ask questions. Curiosity supports you in letting your team members come up with their own answers instead of solving their problems for them. When in doubt, ASK A QUESTION!
 - Be sure you are asking open ended questions. Open ended questions are those that cannot be answered with a yes or no but encourage one being asked to step into creativity and possibility.

Training Tip: Have your team members partner up and discuss how asking questions could support them during the coaching calls. Have them go over the Powerful Questions Worksheet #2 together and identify their favorite questions. Ask them to add a few open ended questions of their own as well.