



## Management Training

$$T^Q = G^D = GV = \$$$

The quality of your time is directional proportionate to group growth as well as purity of duplication. **The faster the growth and the purer the duplication--The higher the group volume---the bigger the checks for your leaders.**

## Mission Statement

To dramatically increase the quality of your time, forge leadership and set in motion a standardized system insuring success. This is based on the same fundamental principle that you manage things and work with people. Implementation of a few simple mechanisms to enable leaders can make non subjective decisions about where to spend their time.

We share one vision that has begun to manifest extremely well on our team; higher degree of personal contact and touch. Adhering to the axiom, **“Whatever we set in motion will carry in motion”**, makes it critical that the ideas shared here are implemented and stand the test of personal accountability. The objective is to have a simple system that develops leaders who are **system dependent** and not dependent on individuals or stars. This is the only way known way within the group consciousness to develop true walk away residual income – and that is the primary objective of this training. We work together and help one another to LEVERAGE the system. It duplicates if and only if we are all practicing the same methods. That is our collective decision and we rely on each person to practice these methods so the whole is greater than the sum of the parts.

1. **LEVERAGE:** The 123 Pattern. Easily avoid the tragedy of “leaving money on the table”.
  - a. 95% - 5%
  - b. Seining. Here is how:
    - i. Daily go to: [ceresliving.com](http://ceresliving.com)
    - ii. Click on Downline Report
    - iii. Put a zero in levels and scroll down
    - iv. Check new reps
    - v. Change date to reflect who came in the last 24 hours
    - vi. Track upline to sponsor/phone number
    - vii. Make those calls first – if communication is not your top priority, all your other priorities are at risk
    - viii. Recognition of sponsor, Welcome new person and National Event – 1 moment spend sharing a good word can translate into hours of high productivity
    - ix. Offer mentorship, and mean it – it’s the next best thing to cloning yourself/the system
    - x. 95% - 5%: you can’t eat a recipe ~ [you must seine to succeed](#)
    - xi. **KEY: End the Week on Saturday and do the below run through:**
      1. **Objectives** – What results do you want to see by the end of the week? Write them down and rank them.
      2. **Activities.** What do you have to do to achieve these objectives? List the necessary activities and put them in sequence. Remember, getting someone to **manager** or **director** takes place over time yet is invariably happens for people who focus on it weekly/daily
      3. **Time.** How much time will each activity require? To plan realistically, allow yourself more time than you think you will actually need. This gives you the flexibility if unexpected challenges occur.  
**Schedule-** Look at your calendar and decide when you want to do each activity. Write it down. Most people underestimate the power of a schedule. **The difference between knowing what to do and doing it is whether or not you schedule it.**
      4. **BONUS** Tidy up and line up all your work for the next business day then read your goals **outloud.**

xii. Additional communication tips:

1. For things to get better, you need to get better
2. **Improving your communication** skills and understanding others is the hidden accelerator
  - a. What 'type' of communicator are you?
  - b. Talker ~ Doer ~ Pacer ~ Controller
  - c. Equally important ~ What 'type' of communicators are your partners/ reps
3. **Communication audit with your team** - Ask for constructive feedback on how you can improve. **Trust is essential for effective mentorship, so take consistent action after getting feedback**
4. **Develop a Mastermind Alliance** at 10,000K GV (pay leg and team leg combined)
5. **To build leaders you have to LEAD.**
  - a. **Listen**, don't immediately start defending yourself. [This is when you as a Leader really pays dividends ~ wow is the only word that fits!]
  - b. **Empathize**- try to put yourself in their shoes
  - c. **Apologize** if you are wrong and don't be afraid to say it.
  - d. **Do something**; this is the most important step. Together come up with a plan to make things better. Don't make promises you can't deliver, but try to come up with an agreement to improve the current situation.
6. **Communicating electronically**
  - a. Keep it to one screen or less. Edit yourself ruthlessly and cut every extra word.
  - b. Write in bullet points – online usability tests have shown when people read messages off a computer they find it easier to read and retain information if it is in bullet points rather than long dense paragraph.
  - c. Give the "Meat" of the message in the subject line
  - d. It needs to grab people and tell them exactly with the email is about for example, "Meeting rescheduled" is a bad subject line: Feb. marketing meeting rescheduled 17<sup>th</sup> is a good one.
  - e. **Spell check emails**
  - f. Encourage questions via email, don't use it as a one way medium. The true strength of email is its interactive nature
  - g. Save your smiley faces and other icons for personal emails. Sometimes these don't translate electronically, why take the risk, save your humor for a phone call or a face to face meeting.
  - h. Remember, you are not the only one sending emails to the team
7. **Wolf recognition tactics: THIS IS HUGE!!!!!!!**
  - a. Hand written notes
  - b. Cards
  - c. Mail something about their goals

2. **LEVERAGE**: the backbone Document – Non Subjective Tool
  - i. Tell new rep, at the front of the call, “its supposed to be about a 10 to 15 minute call so let’s jump right in.”
  - ii. **First coaching call** (and/or 2<sup>nd</sup>) Rep comes up with excuse as to why work is not done-
  - iii. **Ignore excuse and focus on the job at hand**
  - iv. “I had company” – *Wrong answer* “Why did you let them interrupt you?” – *Right answer* “That’s fine it happens what is the status now and when will you have the assignment finished?”
    1. The right answer keeps the discussion focused on the task not the excuse. As a general rule, attack the problem, ignore the excuse.
  - v. Reschedule coaching call if work is not done and make certain you are specific and get agreement about exactly when they are going to have work done. You must lead here. An army of SHEEP lead by a WOLF is more feared than an army of WOLVES led by a SHEEP.
  - vi. On the 2<sup>nd</sup> coaching call make sure you go thru the entire checklist of points 2 and 3. For any work not completed follow the suggestion at point iv.
    1. Once you have their DMP – talk about them on every call. Once they sense your commitment they will accept your coaching. **They buy the leader before the vision.**
  - vii. **KEY: *Get paid*** on either the 1<sup>st</sup> or 2<sup>nd</sup> coaching call, if the work is not done and you are scheduling time for them to do it, make certain you schedule time within 24 hours to build the names list. This is the biggest and only real asset a brand new person brings to the table when they are just started
  - viii. Five step action plan with Backbone Doc. and ABC Pattern ~ try to identify the personality type – D/D/A/A when doing this.
    1. **Educate** – Explain what the requirements of succeeding which are contained in the backbone document
    2. **Monitor** – The copy you have of the coring document is how to monitor and chose correctly where and what to focus on. Remember we manage things we work with people
    3. **Counsel** – Tell them what is expected of them and what you have observed. Make a decision. Help them do that particular task that they may be stuck on or assign it to them and do something positive for you business.
    4. **Follow up** – When something is assigned to be done in two days, when there is already been a glitch, call the next day and ask how they doing with the assignment.
    5. **Corrective Action.** T<sup>Q</sup> – Remember it is your business. Make a business decision based on your dreams.
  - ix. **LEVERAGE: corporate events. HUGE SECRET** Monitor the calendar at put link in here for CeresLiving Events and match it against your down line state locations. Teach it on ABC calls, conference calls and every opportunity you can. Make it a habit. **Its not that winners do certain things, it’s that they do them in a certain way.** After all, what is every financial and time investment we make designed to do? Belief!!
  - x. **Warm Market List**
    1. Become an expert at guiding and coaching warm market lists thru the ABC Pattern – **Master the Packet Training – and use the Indications for Usage Document.**

### 3. Administrative

- a. Checking Volume and Auto ships – Production Report
  - i. 25<sup>th</sup>
  - ii. 27<sup>th</sup>
  - iii. Call Company, call rep/cc expiration date

### 4. Working smarter rather than harder ~ Developing leaders, Better QT

- a. Assign a script
- b. Tell new rep to practice ~ out loud ~ prior to first calling session
  - i. Assure them you will be doing the talking.
  - ii. 20 times w/headset – then 20 times 2X faster
  - iii. Make them leave the message.
  - iv. Make calls for 40 minutes
  - v. Role play for 5 to 10 minutes like you are a call back
  - vi. Critique them
- c. Repeat after second session
- d. Make a decision – based on  $T^Q=G^D=GV=\$$  formula

### 5. Ideas I need to act on this month