

Consider having a conference call once a week with your team to discuss Tuesday and Wednesday numbers. The call should only last 15 to 30 minutes depending on how many agents the AD has.

What you should need for the call:

- 10 Blocks of time for each agent
- Conference Call number (FreeConferenceCall.com)
 - # of Walk-Ins
 - % DM Met
 - % DM Conversion
 - % Presentation to Close

What to review with each agent?

- Total walk-in numbers for week to date vs what was put on their 10 blocks of time
 - If they are on track to hit their commitments:
 - » Re-confirm the plan of action for the rest of the week
 - » Do they have a route created for Thursday/Friday?
 - » Do they have enough leads in their routes?
 - If they are not on track to hit their commitments:
 - » Find out why, (if there needs to be a discussion, talk to them after the call)
 - » Ask for a new commitment
 - » Do they have a route created for Thursday/Friday?
 - » Do they have enough leads in their routes?

After you have gone through commitments to walk-ins for each of your agents, consider picking up two specific coaching topics to help your team in the areas where they are having the most trouble.

If they are not seeing:

- 30% DM Met Consider Using:
 - Gatekeeper script
 - Rapport using research
 - Disengage
 - Gatekeeper rebuttals
- 33% DM Conversion Consider Using:
 - Rapport using research
 - Intro the DM
 - Objection rebuttals