

The Mid-Day Call should take place at noon every day between each Agency Director (AD) and their Supervising Agent (SA) as well as the SA with each of their agents.

## **AD to SA**

### **What will you need for the call?**

- 10 Blocks of time for each agent
- DASHBOARD DATA
  - # of Walk-Ins
  - % DM Met
  - % DM Conversion
  - % Presentation to Close

### **What to review with each SA?**

- Total walk-ins for each agent vs what is committed
  - If the agent is on track
    - » Congratulate and move forward
    - » Check % DM Met and % DM Conversion for coaching opportunities
  - If the agent isn't on track
    - » Why?
    - » What are they committed to finish with for the day?

## **SA to Agent**

### **What will you need for the call?**

- 10 Blocks of time for each agent
- DASHBOARD DATA
  - # of Walk-Ins
  - % DM Met
  - % DM Conversion
  - % Presentation to Close

### **What to review with each agent? “This call is all about inspiring action”**

- Total walk-ins for each agent vs what is committed
  - If the agent is on track
    - » Congratulate and move forward
    - » Check % DM Met and % DM Conversion for coaching opportunities
  - If the agent isn't on track
    - » Why?
    - » What are they committed to finish with for the day?