

The Seven Skill Sets You Must Have Or Develop To Go Team Coordinator **By Rob Northington, 4-Star RVP**

1. Pique Interest

Should be a short process

Can be done well, or can be done badly

Only objective during the pique: identify is the person open to an opportunity?

Realize that some people are open for an opportunity, but not open to NM

We looking to identify who is open to a NM Biz Opportunity

Say less to more people

Most common mistake: people say too much

People are nervous, and feel like the more they talk, they can talk them into it

People think they are obligated to tell everything

People use ACN verbiage and lingo – all mistakes

Control the pique process with questions

Don't you want to know what that person is really looking for anyway?

Stop trying to talk people into it

Remember we are only sorting

Get great at piquing questions:

“Hey, have you ever wanted to own your own business, but were not able to pull it off?”

“If I found a business opportunity that was sure to be the next big thing, and people were making millions at it on the Internet, you would want to know about it wouldn't you?”

Use thought provoking questions but identifying questions

Worse thing you can do is to pique incorrectly, and put in process

When the prospect isn't a match – wastes time for everyone

This is a numbers game: say less to more

How many do I need to talk to?

No one knows

How many are you willing to talk to in order to earn \$10k, \$25k or \$50k/month?

Have the attitude: I'm not going to worry about speaking to the right person

But I am going to talk to a lot of people knowing that I'll eventually find the right person

Most people know 300 people
Use the yellow pages as a memory jogger
Develop a huge list
Always be adding to it, expanding it

The great thing about the correct pique
There shouldn't be any pain around it

When people ask you what you do:
"I help people double their income while doubling their time off."

When someone shuts you down right away – great – thank you!
They've simply saved you time, cut you loose to move on and continue your search for the right person

2. One On One Business Presentation

This is worth getting really good at
A 30 to 45 minute meeting

One on one: Powerful because you are focusing in on one or two people
Rooms of people are more generic because everyone is in there
General and generic presentations are fine, but the more intimate, the more you can really zero in on that person

With just one/two you can narrow your speaking
Ask good questions at the start of the presentation

Ask key questions: Then listen carefully to their answers
They'll tell you everything you need to know in order to sort them out, or bring them in

Possible Questions Around:

How long lived here?
Family & Kids?
What do you do for a living now?
Do you like what you do?
How long do you see yourself doing that?

Understand this: most people will answer "yes" that they like what they do
But they really don't – they are being politically correct or polite
You must draw it out in a subtle way

Through the answers to the questions, you will formulate your presentation around what they need to hear

If you will ask enough questions
And listen, they'll tell you what you need to talk about

Tools Of The Presentation:

Presentation Book or 1 thru 10 sheet

Videophone

Keep duplicatable

To make a tremendous amount of money in NM, you must teach duplication

Show them the kind of money they can make right away

Slow down

Don't talk about "my team, my money" (yours) because they don't care

Use terms like:

"When you go ETT Bob, this is the kind of money that YOU will make"

What has the person been doing during your presentation?

Nodding and agreeing = Assume the close

Fill out the Rep Agreement

Don't even ask

At \$499

"The good news is that you can make this kind of money with only \$499"

Prospects Who Want More Information:

If an "OK" prospect: Just give them Info pack printed off from your printer

"Good to Great" prospect: Magazine and DVD

"I think that's a great idea, let me give you a magazine, DVD, and a couple websites for you to research."

Put a timeline on the decision process

Collect a decision by tomorrow

If you wait more than a 24-hour period, life just gets in the way and the chances of closing then decrease, and mostly you will lose him/her

But always follow up with people because timing can change everything

When someone says NO

Means, "Just not yes yet"

Or "I don't KNOW enough yet"

People won't call you back if they told you no because of pride or ego

YOU must follow up with them

You'll do a lot of these before you get really good at presentations
Make a goal to do as many presentations, PBR's as possible
It will only increase your skills and make you more confident and effective

Once you know how to sponsor, you will always have a business
Because you can always go put some people in the business and someone will
pop up by tap rooting down until you find a leader

3. A Great Partner Launch (Getting Them Started)

The launch sets up the person
Either sets them up for success or failure
And this is YOUR responsibility

When a new person first signs up they are:
The most hopeful, excited, motivated

They are also the most vulnerable at that time
(because they aren't protected yet against attacks of others)
Pay close attention, and be sensitive to what they are feeling
Learn to manage their expectations – critical

Take the person by the hand
(We know that we cannot compel someone to purchase ACN services)
But they need the Business Assistant – period
They also need the Videophone – period

Give them a general overview of the services
Make sure they understand getting qualified within 24 hours
Show them how to go to ETT
Have them say it back to you and explain it – make sure they understand ETT
They don't need to know beyond ETT, or possibly ETL yet
No longer than 24 hours to qualify – or else they can't get paid anything
You let them go a week, you are doing them a disservice

Set up two PBR's immediately
Choice of dates for the prospects – main date and fall back date
Tell prospect only the first date, unless the prospect has scheduling conflict
Also, prospects who are friends, feel bad about saying no twice
So they'll usually agree to the second date

Lists:

YOU and your new partner: Talk to the best 2 or 3 prospects before the PBR

Try and get one on one with them before even immediately

Launch your new partner right and they will feel supported by you

Most important thing they can feel: Supported and that it will work.

As long as they know they have YOU to fall back on, and that you will walk them through everything, then they will have confidence around that area's that they aren't sure of yet

At MaxGroup, we have such an incredible system of support that you should keep learning, using and pointing your team to the system

Let the MaxGroup System do the "heavy lifting"

4. Getting Your New Partner's Qualified Immediately

Minimum of 5 customer points

Two must be preferred customers

Best Choices:

Business Assistant 1 Point

ACN Videophone 2 Points (Preferred)

Any Other Preferred Service 2 Points (Preferred)

Personally, I don't work with anyone who doesn't get QTT, have the Business Assistant and the Videophone - period

New Rep: Don't stop at 5 points:

Take as many services as you can

Remember that you need 15 points eventually to go ETL

Remember that you need 40 points eventually to receive residuals thru infinity

The Top Earners in ACN are great at QTT people quickly

The new rep needs to be QTT to:

Eligible to get first promotion to ETT and all other promotions

Eligible to get paid any bonuses

Pays out all of the Upline

Basically your Upline isn't going to work for you for free

Bonuses: Five separate bonuses are paid every time someone goes QTT

ETT, ETL, TC, RVP, SVP

You only have one opportunity to start correctly
If you don't go QTT within 24 hours, something is wrong
7 days or more, you have a big problem
Don't let this become a cultural problem within your team
Don't work with non-qualified people, it's senseless and a waste of time
They can't get paid, or promoted so if they don't QTT, they really are basically
worthless to your business and they don't have a business – get real
That's a rough comment, but true

There is no excuse good enough why someone cannot go QTT quickly

If you don't have the money to QTT yourself
Go and get the money
Who would you borrow \$250 from if your car broke down and you had to get to
work to feed your family? Well go and get it
Get outside customers

Someone can get local/long distance with ACN
No cost, no contract

New partner should get an ACN mobile phone
Get a free phone = Preferred customer 2 points (if new vendor)
Make your new phone your ACN number for ACN business
Put an ACN message on your ACN mobile phone

Cable to Dish or Direct might save them up to 50% and gives more channels
No reason not to switch

Videophone
Whoever doesn't want one, doesn't "get it"
How will you build a big business as a new rep if you don't have the
ACN flagship product?

High Speed Internet technology getting ready to be rolled out
Will be able to bundle with your Videophone

Zero excuse tolerance for not QTT quickly
Setting them up for failure if you buy into their excuses
You have an obligation as a leader
Tell them QTT or get their \$499 back

Getting customers is about two things:
Attitude
Posture

5. Home Meetings (Private Business Receptions)

One of the biggest keys to this business is holding PBR's

First get good at conducting them

Second get good at teaching them and getting duplication going in your group

More people show up for a PBR than at a hotel type meeting

People are more comfortable at your home

More casual and so the guests barriers of defense go down

Make comfortable

Keep cool

No children or pets

Take phones off the hook

Have food/drink be minimal

Soft drinks, coffee, finger food only

Start on time

Don't hold up the people that got there on time for late-comers

Host - When Inviting:

Be excited

I am having a private, invitational only reception

Tell them that this is huge

Don't answer questions of the prospect - period

"Listen Bob, you know me, I'm not going to waste your time"

Excitement, high energy, brief

The speaker of the PBR should confirm day before or day of with guests

Call with a quick 30-second confirmation

"Introduce myself to you in advance"

Confirmations usually double the show up ratio

6. Your Promoting Skills

In this business you are a promoter, not a salesperson

The better you get at promoting, the more money you will make

Promote ACN

Promote QTT and getting 5+ points right away

Promote any contests happening by the company or your Upline

Promote your Upline leadership

Promote going deep quickly

Promote tap-rooting quickly

Get your new partner to ETT quickly

7. Your Inviting Skills

Get great at this skill

Inviting people to PBR's, conference calls, RTE's, Internationals

Your inviting skills will determine IF and HOW SOON you get to TC

Remember: We are in a business of pulling people together for events

Live and virtual

Have a goal always of how many people to get to the next event

Build your business from event to event

Everything we do is an event

Note: Not only do YOU have to get good to great at these things,

But you must duplicate all of these skills down into your group

Don't just do the things that you like or that you are comfortable at

Do all the things that will get you where you want to go which is TC

If you only really got this: you could never, ever quit ACN:

If you can go to TC, then you can go all the way to SVP

SVP is just you now teaching others how to duplicate getting to TC

Want to know what our business is in a nutshell

You get to TC

You teach others how to get to TC

Repeat, repeat, repeat until you're wealthy

How bad do YOU want it?

Behavior never lies!