

Jack Walsh

Before you are a leader, success is all
about growing yourself

Once you become a leader, success is all
about growing others

Sometimes good things
fall apart so better things
can fall together.

From Ruth Bell posted in Sharing Shakee

CLEVELAND GLOBAL CONFERENCE.

If you are part of this awesome community in Sharing Shaklee, that means that you are an active distributor.

I assume that means that you are committed to going to the Global Conference as part of keeping up with all the new stuff, being part of making history with our 100th year celebration of innovations and more.

And unless you just sponsored in yesterday. i'm sure you will agree that there has been a lot of time and suggestions on how to save up for the other expenses.

And if you did sponsor in as a gold " yesterday" then you have in your hand some free tickets to get you going. Check the back office, but the pricing will go up July 1.

DO NOT MISS THIS! Put both feet into the pool and be part of it.

Adjust your mind set, your inner game, do a special global conference special packet and raise your pv, have a garage sale, give up cable TV for the summer...

If you are a teacher and can't do it, donate some \$\$ to a team member to be your 'substitute"... Dr. Shaklee never gave up and you deserve to be part of this solid packed week that Shaklee has been planning for us!!



Our Businesses Grow .. As We Grow

Shaklee Leadership, Coaching and Personal Development

Summer 2015 # 5 July 2, 2015

Coaching Our Leaders to the Top

Master Coordinators
Jo Coogan & Barb Lagoni



Executive
Coordinator
Katie Odom



Senior
Coordinator
Becky Coater



Senior Executive
Coordinator
Lisa Anderson



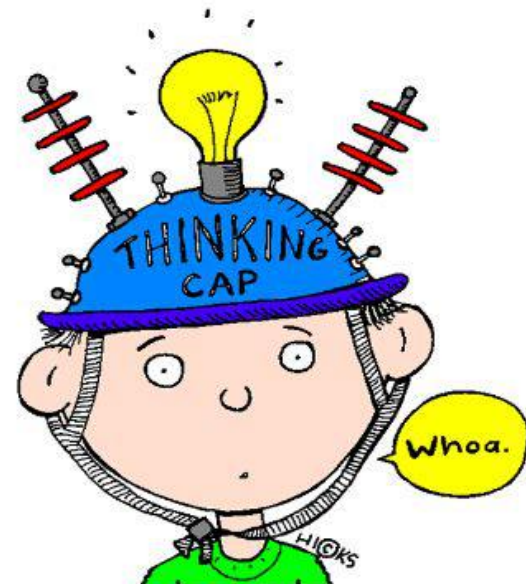
Objectives for Session #5 – Coaching Our Leaders to the Top

- Today we will discuss a few concepts and skills to help us coach our growing business leaders through the inevitable challenges they will face in developing their Shaklee businesses.
- We will clarify our role in each coaching conversation to avoid falling into a “boss” mentality .. And instead to learn some specific questions to help our leaders get absolutely clear of exactly what the next steps are on their path to their goals.
- Our leaders, in some respects, are in our hands. Its our job to help them determine where to put their time, how to discern who to work with first, to brain-storm with them ways to reach new people, to motivate and inspire others to action, etc.

4 Different Types of Coaching Sessions

1. To determine who is ready to grow
2. To get a distributor started – create the initial game plan
3. To have on-going strategy sessions and plan for the week/ month and quarter
4. **Trouble shooting/ problem solving, navigating challenges -- Today's topic**

katie



Purpose of Coaching Sessions

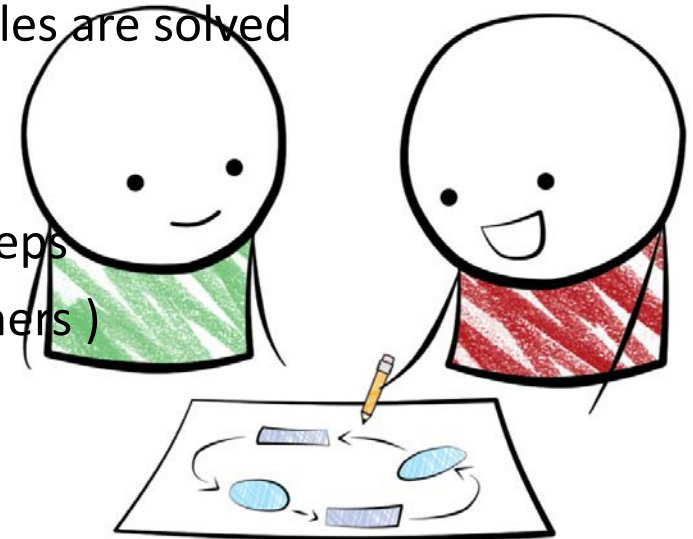
- To help them determine their goals ..
- To understand their strengths and limitations
(time, distractions, confidence)
- To help them create an action plan that will fit their schedule
- To identify skills they may want to develop and resources to help them (inviting, presenting, following up , creating a business system, etc)
- To be ready to offer a story of someone in similar situation and reaching their goals, overcoming similar obstacles etc
- To help guide their thinking to see possibilities (you will see possibilities before they can .. Paint the picture so they can see themselves in it)
- To affirm, acknowledge, encourage, inspire.
- To always close with an action step..... katie

Be sure they are feeling validated, excited, appreciated and generally lifted up as a result of your conversation



Key Steps of the Coaching Process – which may occur over several conversations

- Assess their current business and life situation or check in with someone already following a plan.
- Identify what they want to achieve next
- Envision them achieving even more than they can see....
You will see it before they do ...
- Ask what they want to learn ... to get better at...
- Obstacles? .. Learn to be a problem solver ... through inside-out coaching. (secret .. Most obstacles are solved by a shift in thinking)
- Brainstorm ideas.. (no distractions)
- Clarify the strategy and guide them to next steps
(so we will need to know what is working for others)
- Close with written action plan becky



3 Elements of a Coaching Conversation

- Help our business builder identify and clarify their goals.
 - Goals can change .. They can get bigger with experience and confidence .. They can get smaller when confidence erodes... and sometimes target dates need adjusting.
- Clarify the steps to reach the next goal... lay out the options
 - So every week, they know exactly what to do, who to call, what to say and what results to expect.
 - Watch that their activities are appropriate to reach their goals
- To check in often. ... coaches are proactive.. “ It’s our job to call”
 - Be mindful of personality styles .. If working with amiables & analyticals, they will appreciate your checking in more frequently and laying out specific directions for this week/ month and quarter.
 - Expressives will want you to check in because they like to talk to you
 - If working with Drivers (Power Achievers) , check quickly, and get out of their way.

becky

Your Relationship with Your Builders

Not a boss

Not a teacher .. With assignments

Not a parent

Rather ... a business associate
a business partner
a friend

The Role of A Mentor

- To see the talents and abilities that lie within their leaders, and reflects those back so they can see them.
- To build confidence
- To believe in them – You will believe in them before they can believe in themselves. katie



Situations We Will Likely Encounter

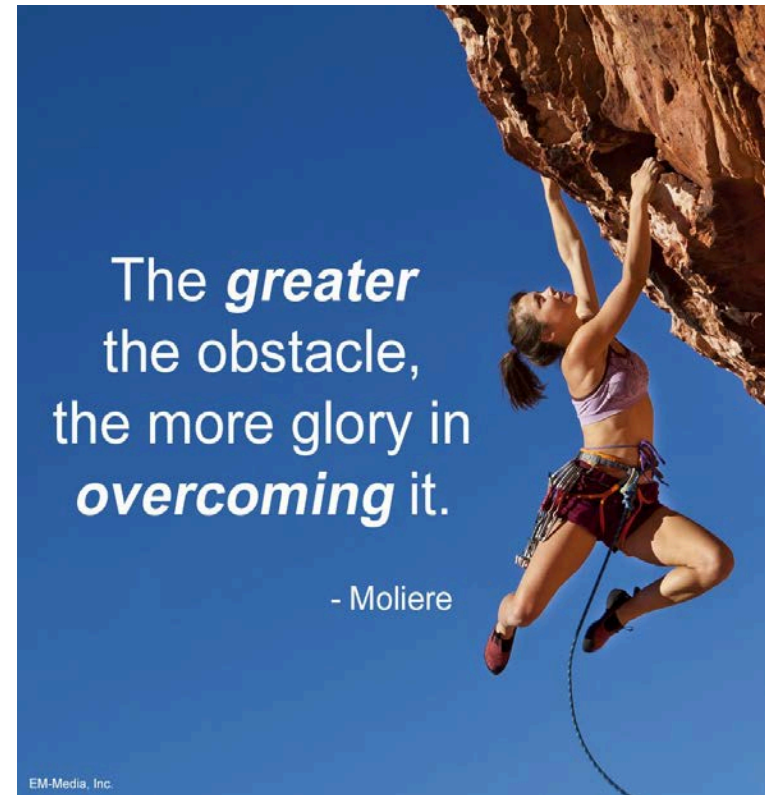
Most situations our business partners will need our help getting through will fall in these 5 categories: lisa

1. Situations that indicate they need more direction.
2. Situations that indicate they need more skills...
(in operation & organization of their business, marketing, people skills, time management , social media, invite people to events, creating their business development system, etc)
3. Situation that indicates they are discouraged/ frustrated.
4. Situations that indicate they need
5. Situations that indicate they need



Coaching When They are Discouraged/Frustrated ... Your Role When Downlines Get Stuck

- Step #1 Receive
 (let them empty their bucket)
- Step #2 “This is normal &
 together we can handle it”
- Step #3 I believe in you
 (list all they do well)
- Step #4 Preserve, protect and
 elevate the self-esteem at
 every opportunity
- Step # 5 Brainstorm solutions
 (inside out coaching)
 lisa



When Discouraged

There are so many people out there who will tell you that you can't. What you want to do is to turn around and say .. " Watch me" !

- Step one always allow them to empty their bucket
 - When worried/... listen completely and then affirm .." This is totally normal ..
 - And there is a solution.. "Ask do you want to brainstorm some ideas through this? It will require Staying focused and having a plan.."
 - After discussing some ideas .. Ask .. " how does that feel"
 - Be careful .. Don't feed into the frustration .. Encourage, lift them up , tell stories of others ideas that have worked when the chips were down
 - Training webinars motivate .. Because I heard others who had experienced same challenges and found their way through... and triumphed.. By keeping their minds focused on the solution and a plan
- katie

It's the Coach's Job to Manage Expectations and Prepare Them For What's Ahead



- Show what is possible ...
But manage their expectations or they will quit.
- Set expectations that can be met...
- Example – “ We will find 3 key people. I don’t know how long that will take . “
- Set them up to win
- If they think they will make big money fast... you set them up to fail. It is not important to do this fast ... Over time , we will find your 3 to 5 key people.
- You can even ask .. “ How are you going to handle when some of your friends will not be interested... or you host an event and they don’t attend, etc .. How are you going deal with that.” lisa

DON'T CONFUSE YOUR PATH
WITH YOUR DESTINATION.
JUST BECAUSE IT'S STORMY
NOW DOESN'T MEAN YOU
AREN'T HEADED FOR
SUNSHINE.

Unknown

“ You can be discouraged by
failure, or you can learn
from it.

So go ahead and make
mistakes. Make all that you
can.

Because, remember that's
where you will find success
.. On the far side of failure.”

Thomas Watson

“

You! Yes, you

The one reading this.
You are beautiful, talented,
amazing and simply the
best at being you.

NEVER FORGET THAT.

”

**EVERY TIME I THOUGHT
I WAS BEING REJECTED
FROM SOMETHING GOOD,
I WAS ACTUALLY BEING
RE-DIRECTED TO
SOMETHING BETTER.**

-Dr. Steve Maraboli

When To Text.. When to Talk

becky

When to Text

- Information
- Reminders for events, calls, etc
- Social conversation
- Problem with texting ... you cannot hear the intonation and spirit of intent behind the written words.

Ex. “Thanks a lot”

When to TALK

- Relationships are built in live conversation
- Stories can be shared..
Too long to type in a text
- Feelings can be shared and received
- Can clarify needs, feelings
- Take conversation off-line with
“I think I have some information that may be helpful. Let’s chat.”

“ You cannot form trust from technology..

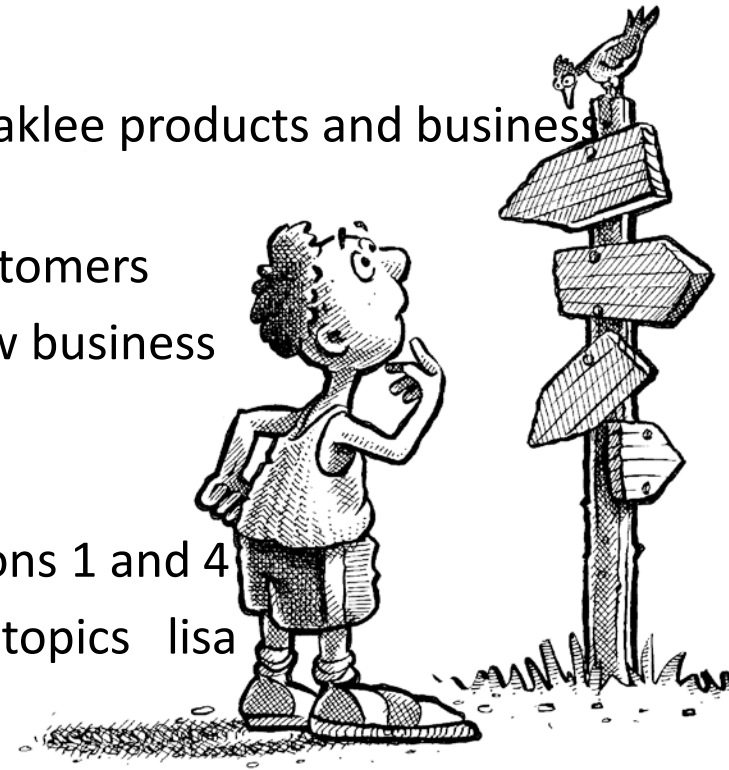
Nothing replaces human contact ..” Simon Sinek

Coaching When They Need Direction...

- Obviously a new distributor needs to have a checklist of how to get started
See Getting Started 101 Shaklee Summer School 2014
and Teaming Up Fall 2014
- But the need for direction continues as they progress. We will want to have our business development process in place so we are clear about every step.

Every business development system has:

- a system for meeting new people
 - a system for introducing members to Shaklee products and business benefits
 - a system for servicing and educating customers
 - a system for developing and training new business partners
- Know your resources:
Business Grows as We Grow 2015 – Sessions 1 and 4
See attached index of all previous training topics lisa



Coaching When They Need More Confidence

- Now we step into the mentoring role .. A mentor sees ability and talents within them and reflects it back to them.
- This is a time for stories of leaders who have encountered similar challenge .. (Which will likely be everyone !)
- Seek ways to publicly acknowledge them .. Face Book Team Page, area meetings, leadership newsletter, speaking on conference calls, etc katie

You will believe in them before they will believe in themselves.
Learn to honestly convey this.



Building Belief and Confidence

“Here is my cell phone number. You can call me anytime.. There are no dumb questions. I will help you figure out what to say.

After recommending a list of 10 names to get started...

“ If all 10 say no, it is not the end of your business.. It is just the first 10.” katie

These Things, Too, Shall Give Thee EXPERIENCE...

And that's how we get good.

Charlene Fike - “ To learn something, you need to do it 20 times.”

confidence
jenipherlyn

Coaching When They Need More Skills— Most coaching will fall into this category

- There are 5 years of archived training webinars (see attached index of topics and dates)
- Our job is to figure out what skills they are ready to learn next .. And direct them to appropriate session.
- Most popular are:



Contacting and Inviting
Following Up and Working Folder
Connect
Identifying Business Partners

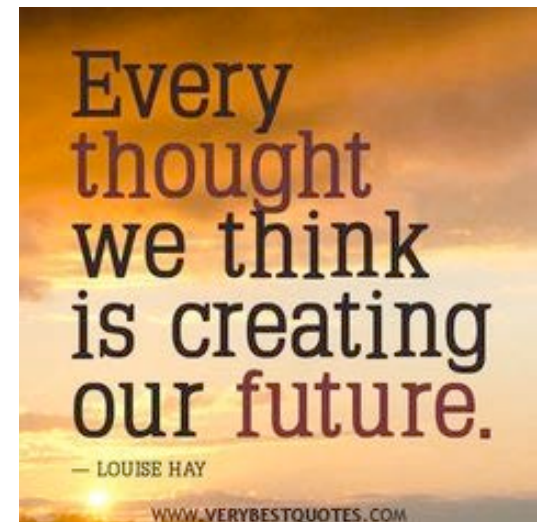
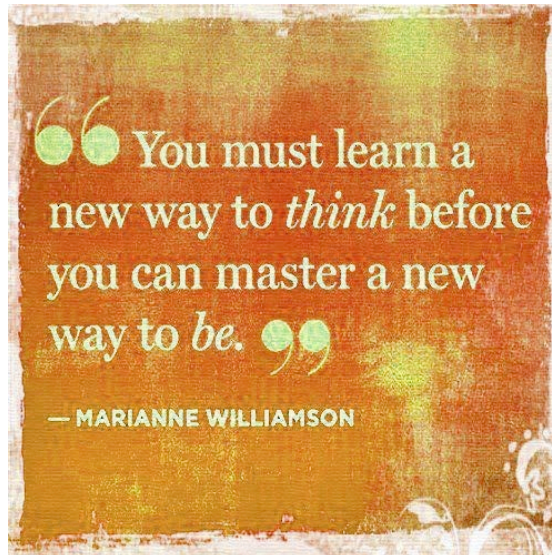
Presenting
Conversations that
lisa

Training is essential . There are skills to learn. Be aware of business partners who are not attending training or events. It will be very difficult for them to advance. We learn from one another.
Help them make training a priority

Coaching When a Shift in Thinking is Needed

- Recognize abundance thinking vs limited thinking
- Recognize fears .. Of rejection, of success, of loss of control ,
- Helpful to have information or ideas come from a third party .. A book, a person, training, an experience , etc so we don't sound like know-it-alls or critics.
- Know good resources – Ben Zander The Art of Possibility, John Maxwell, Stephen Covey, etc.. TED Talks (Simon Sinek, etc)

becky



Coaching When When They Are not Following Up

- Remind me what your 90 Day Goal is
- Assess where they are and where each of their leaders is
- And let's review where each of your distributors is their PV
- Direct them to the training session on follow up and working folder
- Conversation around their feelings about following up .. ,are they clear about role of service customers or coaching their business partners is not “ bugging them”

It is our job to call them . That's our job. katie

Get clear about the problem or goal

What's the Issue/problem/challenge?

From Master Coordinator Dan Henderson

"It's not working... It's too hard...It's too difficult...
I'm overwhelmed."

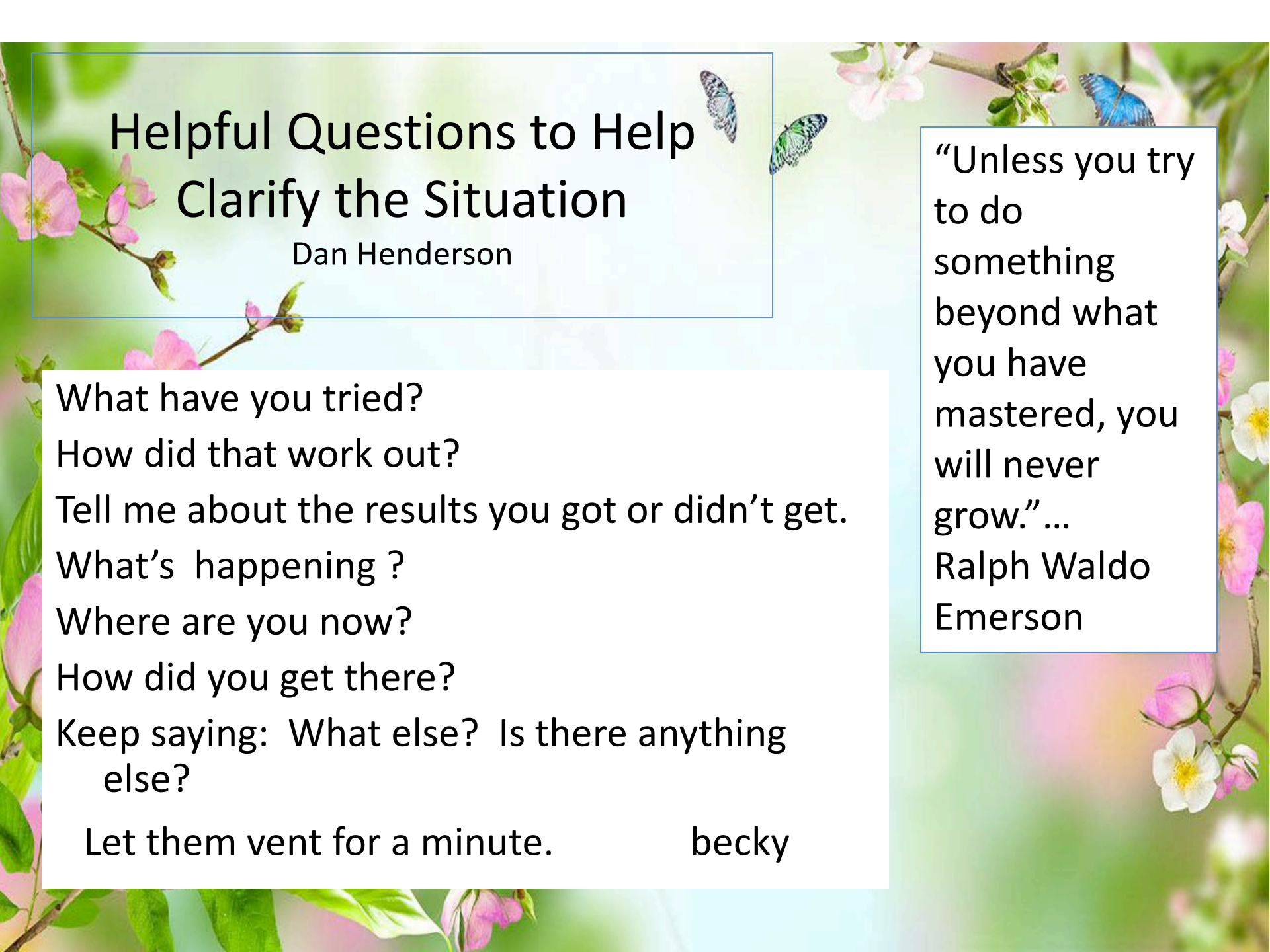
Get clear about the problem...

Step One is – You will want to diagnose before you
prescribe

Tell me about it not working...what's too hard? What's
overwhelming you?

Tell me what's
upsetting/unsettling/challenging for you.
Tell me about that...what else? Anything
else? Tell me about that... lisa





Helpful Questions to Help Clarify the Situation

Dan Henderson

What have you tried?

How did that work out?

Tell me about the results you got or didn't get.

What's happening ?

Where are you now?

How did you get there?

Keep saying: What else? Is there anything else?

Let them vent for a minute.

becky

“Unless you try to do something beyond what you have mastered, you will never grow.” ...

Ralph Waldo Emerson

Explore Options

Dan Henderson

Now I's time to Brainstorm: There are no rules; everything is on the table.

"You tried ____, it didn't work, so let's think about options together.

If we could fix this, what might we do?

What could we do to overcome these challenges?

Come up with options...what else? Anything else? Is there more?

I've got a couple of thoughts on this. Would you like to hear them?

Do any of these ideas interest you enough to take action on them?

"If you were another business leader listening to our conversation what would you recommend that you do"
katie

The background of the slide is a soft-focus image of pink cherry blossoms on branches. Several butterflies are scattered throughout: a blue one in the top right, a green and black one in the top center, and a purple one on the right side near the middle.

Determining Next Steps

Dan Henderson

Examples –

“You ‘ve come up with these ideas. I suggested some additional ideas . Of these 10 items, which would you be most comfortable doing? “

Do any of these ideas interest you enough to take action on them?

If you had to choose one, which one would you pick?

Today is Friday, when do you think you’d get started with this idea?


Would it be OK for me to call you Monday to see how it went?

becky

Action Steps

- If you have someone to coach, then set up appointments and practice what we have learned
 - If you don't , consider forming a coaching circle with colleagues and coach one another to your goals
 - You may want to create binder with notes or slides from coaching training sessions for quick reference
becky
 - Recommended training sessions on coaching
 - Legacy and Leadership #13, April 16, 2015, Checking In and Coaching .. Inside the Coaching Process
 - Shaklee Effect #12 Master Coordinator Dan Henderson on Coaching
- 12/3/13
- Our Business Grow s as We Grow June 25, 2015 (Last week's session)

Final thought --It is possible that we have lost some business partners in the past because we didn't know the skills around coaching. Consider re-contacting them.. Share with them what you have learned ... apologize for what you didn't know and ask if they would consider starting fresh with you again. barb



Next week Final Session
Guest Key Coordinator Margaret Trost on
Lessons Learned on Her Journey to
Key Coordinator

To Coach Distributors to Director With Confidence ... We Will Want to Be Crystal Clear of the Key Steps

Step 1 – the Evaluation Period

A new distributor is in an “ evaluation period “ in the beginning. We will want to be familiar with the best resources to send them ... and know the best events to which to invite them.

- Shaklee.tv
- BetterHealthin31Days.com/_____ your name
- Better Future Starts Today/_____ your name
- 3-way calls with uplines to hear their stories and know they have a team of people to help them

Key Steps to Director

Step 2 – Identifying Their Purpose for Developing a Shaklee Business

- What would it do for them ...
- What would it mean for others

By asking these questions, we help our business partners get in touch with a higher purpose that will inspire them...
and others.

When they share their reasons with their new customers
and potential distributors, their invitations
will be more compelling

Key Steps to Director

Step 3 – Creating Their Dream Team List & Life-Long Customer List

- In your first coaching session, you will be reviewing each name.

Step 4 – Creating Their Plan – Now the Fun Begins !

- a Specific 1000 PV Plan to get them to Star Associate ... (and then a 2000 PV Plan, and then a plan for Coordinator, etc)
We will cover these planning sessions in detail in Session 4

“Once a person decides to build—
feels Shaklee is a fit and the philosophy aligns
with theirs—short time or a long time—
Once a person has gone through the evaluation period
and knows they want a business—

In our experience and in our group, it should take no
longer than 8 – 12 weeks to Director.”

When Business Partners Get Discouraged?

There are a variety of possible responses.. Choose what feels most appropriate for you

- Let them empty their buckets so don't deny their feelings
- Revisit their purpose and goals
- Have a conversation about the Shaklee journey— “Experiencing bumps and disappointments is perfectly normal .. And experiencing them yourself and what you do to get past them will make you a better coach when working with your downlines.”.. So we say .. Bless the Bumps they are a great teacher.
- Look for points you can sincerely acknowledge them for....

“Have you been to any of our trainings yet? Very eager to hear your feedback about the training because there are lots of ideas there as to how people have made activities more effective.”

“tell me about your vision—your goals. Affirm first: That's excellent. 2 aspects to your goals: what would a Shalae business do for you? AND what would a Shaklee business mean for others?”

Now Draw Out Their Organization
Visuals are Powerful

Senior Executive Coordinator

Katie &
Sam Odom

Harper &
Ryan Guerra

Kristen &
John
Jakubowski

Lindsay
& Chad
Boyd

Executive Coordinator 20.000 OV

30,000 OV -- \$4000 +/-month