

Working With Your Team

By SNSD Pamela Waldrop Shaw

To move up the Career Path in Mary Kay, you will add Team Building & Leadership to your selling skills and Success. I have invested years and experience into simplifying systems and communicating 'steps' as my support to your leadership growth. It will be up to you to embrace and follow the steps that are proven to get your new Team Member off to the Perfect Start!

How will you build the most successful team?

1. Lead by Example. Participate in the **GENX** Program monthly with weekly online and fax accountability! It is key. **ELITE** and **SUPER ACHIEVER** will move you UP the career path!
2. View each Document on our site- **Education Page/Team Building and Team Leadership/people skills!**
3. Listen to cd's and downloads daily. In the car; putting on your make up. LearnMK as well as my own teachings that are available from WTS at www.topdirectortapes.com or by calling **Larry at 800-218-7228**.

YOU have a NEW Team Member! Now what?

1. The agreement has gone in preferably online. I will get a notification via email. Guide her to complete her SMART START—business cards, PCP enrollment, web site order, etc.
2. Communicate with HER what happens next. EITHER Hand her *the **NEXT STEP** cd or point her to the hotline 212-990-6416*. An additional option is the link to an inventory video embedded in her welcome email that was cc to you!

"Your NEXT STEP is to decide if you want to get inventory. Is there any reason why you couldn't listen to this audio-hotline tonight/tomorrow? It's an explanation from our Director on how to set your first goals, make a decision about whether or not you'll house product; if yes, how much you might consider. It informs you how much you can get for FREE as a bonus for becoming a NEW CONSULTANT & making a product decision this month. [pause--get a commitment from her as to when she will listen to the tape]. GREAT! AFTER you have listened to that, let's plan on a time to connect so I can answer any questions for you. [SET THE TIME] The other thing you can do "next" is: GO TO www.pamelashaw.com and hit the NEW CONSULTANT page where you will need to print Checklist #1 and Questionnaire #1 to get started! We'll connect again at that point so I can answer any questions you might have. I'll call you on [Book her for a contact time. This is WORKING FULL CIRCLE].

*"You'll be receiving a welcome Email from Pam's office followed up by a snail packet, Focus folder and cd. This will point you to our AREA's web site, the NEW CONSULTANT link, checklists, and education to get your business up and running step by step. I will support you in making a Successful start. The first thing we will do together is to schedule your **Business Debut**-- a Grand Opening type of party with your Friends & Family Members. This is about an hour "party" and will allow them to preview products, try Satin hands, show them the filled Travel roll up, gain their support, and book your first appointments. Although we'll go over the one hour agenda*

later, let's match up a date within the next 2-3 weeks that we could commit to so that you can get invitations out. [look at your date book]. There is a worksheet you'll be filling out soon that will help you think of anyone you want to invite...basically, anyone you know who has skin. But we want to have 25-50 people attending."

*What questions do you have for me? [Again, use discernment, but generally **DO NOT GO into an inventory discussion here**. Let her listen to the NS recording and absorb the information in a way that she can hear and accept. IF she asks how much, tell her honestly: "... the only required investment is the \$100 you just made, but Pam will be talking anywhere from a couple of hundred to a full store; you can do anything from zero to a little to a lot. It's your decision, but listening to the audio will probably answer those questions. What other questions do you have before we leave?"*

Leave it on an "UP NOTE" by either asking her what she is most excited about or by reminding her why you think she will be great and focusing on one of her reasons to start this business. Do not overwhelm her with information!

3. Tell her a little about our Unit's Success history- 21 Million \$ years, in the Top 6 at Pearl Seminar as an AREA, 2 offspring NSD's. Give her a sense of pride by connecting to our legacy of success! Let her know to expect a 'snail welcome' letter within the next 10 days following her Email welcome. It will

- include a Focus Folder and instructional cd. (all other papers are now on the web site! We are a 'green' office).
4. Discuss attendance at her first Unit Meeting, and let her know you'll be pinning her when she attends this next week. Give her the date, time, dress and location. Suggest she bring 4-5 guests-the most influential women in her life—so they can see what she is doing and so that she can gain their support. Let her know you're proud to have her on your team and that you'll partner WITH her to meet her goals and make her dreams a reality.
 5. Follow up within 24-48 hours.

DID she listen to NEXT STEP?--BIG step is following up from the NEXT STEP CD:

****Follow up 24 hours from when she agrees to listen. Set a specific time to talk.**

- What did you hear on NEXT STEP (hotline or cd?)
- If getting the financing was no problem, which size order makes the most sense to you?
- Do you know what all you'd get for FREE with that? (be prepared to share w/ her the bundles and amounts by having the RSS in front of you and free charts!)
- Do you know the other rewards associated with that ? (STAR Consultant and all events /rewards associated with that)
- What options do you have for getting the financing?

Listen! You take it from here. Do more listening than talking. She can find a way, I'll assure you! This is NOT your 'problem'. It's your LEADERSHIP to guide HER to make the best decision possible! I will partner with you

- DID she go to the NEW CONSULTANT link on our site and begin with checklist #1?
- Did she follow the instructional 'clicks' to get more information about the free products available to her?
- What is her date for Business Debut. Have you both printed the checklists so you know what is YOUR job (recruiter) and her Job (New Consultant)?

6. Contact ME and let me know about this communication. [optional: IF it is available, get your new TEAM MEMBER to your Adopted Director's local orientation, or let me know that a LIVE CALL to her would be beneficial! The FASTER a decision is reached (24-48 hours AFTER STARTER Kit has been ordered), the less time there is for FEAR to enter!]

7. Print the RECRUITER'S CHECKLIST in Education/Team Building to make sure you are supporting YOUR Team Member to Successful First and Next Steps! Print the info about the BUSINESS DEBUT from the NEW CONSULTANT link.

8. Who is your NEXT TEAM MEMBER? Get her within 1-2 days! The BEST time to get a NEW Team Member is right after you just got one! You'll sharpen your leadership skills fast. Like me, you will want to adopt this philosophy, *"I will match MY time and interest in your business with YOUR commitment to learning and mastering it! I'm WITH you."*

MAKE this YOUR best month EVER! You can go ON Target and/or move into DIQ! My desire for you is to experience ABUNDANCE in your MK business, so setting the goal to GOLD MEDAL and to bring in STARS who want to work the business and succeed themselves will produce 10,000 + Team Production for you! Success breeds Success. I'm committed to your success! My call

as a leader is to mentor and coach leaders who multiply leaders! I believe in your GREAT success!

WHAT is next for YOU?

A BIG 13% commission check!!

A CAREER CAR?

Getting into DIQ?

Driving a Pink CADILLAC?

Traveling on the next TOP TRIP?

The sky is the limit!