

Helping FYs (or SLs!) who are tinkering with their schedule...

This is an extremely critical point of the summer! Many of these rookies (and a few SLs) are seriously tinkering with their schedule, which is likely to get much worse if not addressed NOW. And then there are those that are DYING because they're being eaten by guilt and are majorly off-schedule which leads to despair. They haven't told you because they're embarrassed and don't want to disappoint you. In either situation, you don't do them any favors by pretending nothing's happening and not confronting!! Confronting is not about berating someone and heaping more guilt on them; it's simply helping them align their actions with their goals. In PCs (or even stat calls), you can help people realign and get back on track for a great summer!

Their mentality: they probably HAVE worked hard some goal periods this summer...maybe even two days in a row....but then it didn't feel any different or they didn't get results...so it seems like it doesn't make any difference whether they work hard or slack off. The thing to help them get is that it does NOT make a difference whether they work hard or not...when you look at just individual days. The difference can only be seen over an extended period of time. So it's committing to do the work for 36 straight goal periods!! They will only see the difference and feel it when they string together consecutive days for a full week. And then another week.

They may not have identified all these thoughts yet, so at some point in the PC you can help give them words for what they've been feeling. Thank YOU for your servant leadership to engage these pivotal conversations. --Virgie

Quick addition to any PC:

What was your hardest day this week and why? How'd you get through it? Where you'd cut some corners this week that you want to tighten up?

Sunday INTERVENTION PC: How to help someone who is off-track get back on (they align their ACTIONS with their GOALS)

*Helpful to look at their sales rabbit beforehand to give you conviction about what actually is going on out there.

*This outline is waaaaay detailed. Do not try to do it word for word. Rather, use it for ideas. Maybe just write down the 7 steps (stuff that is bolded) and then flow with your own style. LISTEN LISTEN LISTEN.

1. Be assumptive and light-hearted that they're off-track

- a. "I realized you've probably been pretty miserable the past couple weeks. My guess is you've been doing that start and stop thing Matt Ross talked about in sales school..." :) (LISTEN...LISTEN...) ...You've probably been working some, then sitting in your car THINKING about work some...then wandering around... :) (LISTEN...) Working can be pretty miserable sometimes, but NOT working spreads the misery out longer...

I just want to do some intervention today because I believe in you and want to see you actually get what you came out here for... you're probably a little embarrassed and haven't asked for help because you don't want to disappoint us... What are your thoughts about that?... (listen...listen) Most of us our 1st summer at some point poked holes in our schedule, and then realized what we were doing and got on track...

- b. Optional: Where are the gaps in your schedule?

- i. Thank them for their honesty.... What else...thank you. Honesty isn't for me—it's actually for YOU. When you get clear about your effort or gaps in effort, you also will coach yourself through it!

- c. Optional: just put out there what you think is going on.

- i. It doesn't help to corner someone and set them up to lie more to us. If you know from sales rabbit something specific, like that they sat in a Wal-mart parking lot yesterday, do NOT ask, "So did you work all day yesterday?" Instead say, "So tell me about what happened yesterday...what prompted you to spend the afternoon in a parking lot, that doesn't sound like very much fun." lol :) If you don't know specifics but suspect something, just assumptively address it. E.g. "So when you get frustrated or discouraged, what's happening... like do you escape to parks or naps or McDonald's or...?" :)

2. Help them get present to their why again

- a. Sometimes in the middle of frustration/loneliness/rejection/failure, we can forget why the work is worth it and start thinking it doesn't matter if we work hard or not, it's just selling books.... How do you want to grow in your character this summer (have them write it down)...**what do you want to know about yourself in August?** Have them identify 1-3 character traits that embodies (eg I am resilient, trustworthy, encourager...)
- b. Optional: So...based on effort, are you on track to grow in the ways you want to grow? I know you're committed to finishing/surviving the summer right now...gotta do the WORK to actually get what you came here for! (like hoping to just be in the parking lot of the gym and get in shape...gotta actually work out!!) Is your why more important than the discomfort of getting out of your car? More than....
- c. You can get on track now, still get what you came here for, just have to want it badly and be ready for battling 19 years of habits with new ones... Let's put our heads together and come up with something where you will be on

track for an awesome summer in 6 days.

3. **4 simple steps to get on-track in 6 days** (have them take notes)

a. **Work all day non-stop, ONE GOAL PERIOD at a time**

- i. Focus on one goal period at a time, 13 hours overwhelms your brain in the morning: Have 6 note cards (or one sheet of paper folded into 6 parts), one for each goal period, with 5 boxes on it (or whatever their demo goal is). Make these for the whole week TODAY. You can write a different character trait, quote, motivator on each note card if you'd like. When that goal period is done, it's done—put the card in a pocket of your book bag. Fresh goal period, fresh note card.
- ii. GO TO THE NEXT DOOR THAT LOOKS HOME....QUICKLY! Sits are bonus, sales don't matter, don't worry even all that much about if they're prospects. If you're wasting time deciding if they're home or not, just knock. Gotta form the foundation to just see people first.
- iii. Depending on what's been getting them off-track, have them also come up with a specific strategies of how to set themselves up for success.
 - ****Count/track how many door you knock on every goal period. Shooting for 100/day, 15+ per goal period.** (this is my favorit strategie since a lot of times they just feel like what they're doing is pointless, no one is home anyway, so this helps them count the value in every knock. Truly every knock is doing the "reps" for their growth work-out!)
 - sitting in their car or driving around: know exactly where they're going to work for the day before they leave breakfast; park car and break territory on foot; 60 second timer when they get into their car until they need to be out of it again
 - tired and taking naps: how to get to bed by 11 p.m. (and go to bed by 9pm tonight, Sunday); dousing their head with water or doing an exec if they're drowsy
 - on phone/tablet: Phone in trunk (better yet, swap phone with roommate at breakfast); Delete the distracting apps from tablet.

b. **Talk out loud continuously**

- i. Why is that important? Our brains are naturally negative, and it hasn't been pretty in there...it's been beating them up.
- ii. What self talk has been working for them?
- iii. Give ideas that would best help them
 - E.g. Verbal stream of consciousness. Say everything out loud—as you're doing pre-approach, commentary on the cool family you just met, praise self for how you just handled that dad etc.
 - It's how you can CHANNEL your thoughts and emotions. It's not about never being tired or frustrated or having the mind wander—it's about acknowledging how you're feeling in the moment with LIGHTNESS/humor and verbalizing the direction you're headed.

c. **Totally honest stats**

- i. Why it's crucial? Accountability with YOURSELF. When we know we're going to be totally honest, we will self-coach and self-correct. We all need accountability to help us stay on track with our goals when we'd sabotage ourselves.
- ii. And if/when you mess up (notice yourself driving past a block, daydreaming etc), just correct yourself IMMEDIATELY! Quick recovery. And clear everything at night.

d. A 4th thing...the emergency "life raft"

- i. I don't think you'll have to use this 4th step...you won't need it if you do the 1st 3 every day...
- ii. If there's ever a time you can't make yourself knock on the next door, or you're ready to drive around or call someone, then immediately call Virgie. You'll probably decide you'd rather just knock on the next door than explain to her why you're not. :)

4. **Prepare them that at points it won't feel like it's working** (see top paragraphs)...keep doing it. Be relentless. You'll see traction by the end of this week.

5. Imperative that they **set themselves up well EVERY morning at breakfast this week!!!**

- a. Read the stuff you just wrote--your why and the steps to be on track for your growth summer.
- b. Make goal period goal cards (if not done on Sunday)
- c. Know exactly where you'll start and where you'll work all day!!!

6. Encourage them...I **believe in you**... want to be on Sizzler with you, know you can still be a top FY, etc.

7. **SL who did this PC: fast call every morning to keep them focused on the plan, have them leave you a voicetext every night** (eg with how many knocks and where !!!!! Give level-headed encouragement...no matter how you feel, just follow your plan...call me tonight...

On a stat call

*OLs, you may need to teach your SLs how to read the numbers (teach how to do that using examples from this past week) so they can identify red flags

1. After getting numbers,
2. Ask what they want to get off their chest from the day/where they put holes in their schedule
 - a. be assumptive (e.g. if they said their sits were too long “so did you spend a couple of hours with a cool mom, or did you end up hanging out for a while with someone who was giving you pre-approach” etc) So what was the hardest part of the day for you? Did you hang out in your car or take a nap or just drive around a lot...
 - b. LAUGH about it, THANK THEM as soon as they share something “Thank you for sharing that with me! I appreciate your honesty! What else happened today...” keep digging; they’re probably more off-track than what they’ll initially let on.
3. once they’ve gotten everything out, ask if they’re willing to put it behind them. The summer isn’t about being perfect; it’s about quick recovery-- being imperfect, messing up—but admitting it, learning from it, and putting good habits in place
4. ask what they’re going to do tomorrow to help remedy issue (e.g. “what are you going to do tomorrow when you feel tired?” they come up with possible preventative steps.
5. praise them again for being open/honest; share with them that’s why they’re going to have a great summer!