

Mastering Inside Sales

Session 2: Timeline, Next Steps
and Roleplay

Your Coach(es)

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Please reach out if you have questions regarding the content of the course. If you have administrative questions about your client portal, billing or access, please reach out to fasttrack@kw.com or (512) 439-8684.

Guidelines:

1. Join MAPS on Facebook to stay up to date on all MAPS events and programs:
mapscoaching.com
2. Only paid participants may listen and contribute.
3. To ask a question you may type your questions into the “Questions” Box.
4. If you would like to speak on the call, click on the hand icon located on your dashboard and the coach will call on you when possible.
5. Complete all assignments prior to call.
6. Be PREPARED!

Notices:

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Telemarketing

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Objectives

1. Timeline of a Lead
2. Assigning Next Steps
3. Roleplay

I. Timeline of a Lead:

1. Think of it like a _____ or _____.
2. Goal is to _____.
3. Every call, _____.

Notes

This is why the Foundational Order of a conversation is:

1. Dig for _____ ...Great! Let's see what we need to do to make that happen.
2. _____
3. ****Your next step is** ...to come in for _____, talk to lender, etc.

4. **Assign a deadline** (appointment time, or next step deadline).

II. Potential Next Steps with Deadlines

1. Talk to a _____. By _____ will you do that and _____ so we can help you get _____?
2. Make a _____ and _____ with your spouse and let me know what you discovered.
3. Meet with _____ so we can help you move forward and achieve _____.
4. The next step is for us to _____. When would it make sense for me to _____? Save my _____ and _____ if things change between now and then.

Key elements of creating next steps:

1. Choose the _____
2. Agree on a _____
3. Put ownership on the _____
4. Ultimately, _____ owns the action item. Make sure to _____.

Preparation for Next Week

1 MY AHA'S

2 ASSIGNMENTS

1. End every call with a defined next step.
2. Set follow-up tasks that clearly state the next step agreed upon.
3. Celebrate every time you #gainyardage!