

# Mastering Inside Sales

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Session 3: Schedule, Workspace  
and Mindset

## 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](mailto: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](http://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:

### General

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- calculation of agent compensation;
- evaluation of a Market Center's financial results;
- agent productivity strategies; and
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### Telemarketing

**WARNING!** You must comply with the Telephone Consumer Protection Act (TCPA) and any other federal, state or local laws, including for B2B calls and texts. Never call or text a number on any Do Not Call list, and do not use an auto dialer or artificial voice or prerecorded messages without proper consent. Contact your attorney to ensure your compliance.

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## Objectives

1. Schedule for success
2. Workspace for success
3. Mindset for success

### I. Schedule for Success

**Golden hour for phones is before 11:00 \*First time conversation. An example:**

**8:00 - 8:30** Team meeting

**8:30 - 8:45** Scripting

**8:45 - 9:00** Coffee break/prep

**9:00 – 12:00** Lead gen with 15-min. break in middle, 12:00 – 1:00 Lunch

**1:00 – 2:00** Admin

**2:00 – 5:00** Follow ups, 2nd time + conversations

**5:00 - 5:30** Prep for next day - pull lists, etc.

## Notes

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## II. Setup for Success

1. 75% of time active lead \_\_\_\_\_
  - \_\_\_\_\_ hours out of an 8-hour workday
2. \_\_\_\_\_ new contacts
3. \_\_\_\_\_ follow ups (#gainyardage)
4. \_\_\_\_\_ contacts an hour typical
5. 40 hours a day
6. \_\_\_\_\_ goals throughout the day
  - Before lunch / after lunch
  - Hourly

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## III. Workspace for Success

- \_\_\_\_\_
- \_\_\_\_\_ screens
- Stand Up Option

- \_\_\_\_\_
- \_\_\_\_\_ in view

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#### IV. Mindset for Success

- \_\_\_\_\_
- Head \_\_\_\_\_
- Team \_\_\_\_\_
- \_\_\_\_\_ affirmations

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## Preparation for Next Week

### 1 MY AHA'S

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### 2 ASSIGNMENTS

1. Create key conversation guides and put in PLAIN VIEW!
2. Ask teammates their motivation and make a sign to remember impact.
3. Align schedule to allow for strategic hours on the phone.

**Reminder:** Next week is implement, next class is in two weeks.