

Mastering Inside Sales

Session 11: Setting Appointments,
Control the Schedule

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.

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1. Join MAPS on Facebook to stay up to date on all MAPS events and programs:
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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!

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- evaluation of a Market Center's financial results;
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Objectives

1. Foundational order of a conversation
2. Setting appointments that SHOW!
3. Options when the time doesn't work

I. Foundational Order of a Conversation:

1. Dig for _____ _____!
_____!
2. (Prequalify)
3. *** _____
4. *** _____
***Focus of today

II. When Setting Appointments: Your Next Step Is...

1. Meet with _____ and do three things:
 - a. Number one, go back over _____ and _____.
 - b. Number two, _____ each other to make sure a
_____.
 - c. And then number three, if everything looks good, we will _____
to _____ the _____.
2. Any questions (said with a _____). Ok, great! Let's _____.

III. When Setting Appointments: Assign a Deadline

1. Let me put you on _____ for a second so I can _____.
2. Ok, looks like we can _____ at _____ or _____. Which one will you _____ to?
3. I am going to _____... what that means is I am going to _____ else that wants that _____. Is there anything you can think of that would prevent you from keeping your _____? (If so, brainstorm to solve)

IV. When Setting Appointments: Backup Options

1. Beginning of the week or the _____ of the week? (Adjust according to timeline).
 2. Early _____ or _____?
 3. Early _____ or _____?
- **Not an open-ended, "So, _____?"

V. When Setting Appointments: Get Creative

1. _____
2. _____ calls?
3. Leave early if _____ why?
4. _____ break?

***If none of these work, this is a _____ conversation. ***

Preparation for Next Week

1 MY AHA'S

2 ASSIGNMENTS

1. Ask someone to surprise ask you the Foundational Order of a Conversation to check for mastery.
2. Find a roleplay partner trained in this same language and practice!
3. Find out from agents their best appointment time slots.