

# Leader Basic # 5

## Provide Effective Team Training

---

**WHY** *provide effective training?* As a leader, providing training for team members is one of your important responsibilities. You are paid each month based on how effectively you train on the basics and inspire team activity.

**WHEN** *is the best time to hold training?* Holding a monthly team meeting early in the month gives you the opportunity to leverage new promotions and programs starting at the beginning of the month. If Consultants live a distance from the meeting location, meeting on Saturday morning can work well. If Consultants live closer to the meeting location, a Monday evening is a good choice. Once you determine a day, time and place for your team meetings, it is valuable to be consistent.



**WHERE** *should meetings be held?* Find a location that is as centrally located as possible for the most number of Consultants. Select a place that creates a positive learning environment - both physically and emotionally – by avoiding a location that could cause distractions.

## Create a Learning Environment for Team Meetings

Team training meetings are key times each month to influence and train Consultants on your team. Your time and their time is valuable, so be sure to make the most of these events. Here are some valuable guidelines:

- Encourage and support participation and involvement. Ask a question and ‘wait and wait’ for an answer. Be silent until someone answers. It sounds easier than it is. Someone will speak up and when they do, be complimentary and encourage more participation. Before you know it, you have a good discussion going on.
- Discourage negatives. Stay in control of the emotional atmosphere of the meeting. A fun example that sets expectations is to place a bag or box at the door of the meeting that says, “Deposit all negatives here!”
- Be flexible with your agenda and adjust to the needs of the Consultants at your training.
- Shows are so important to your Consultants’ business. Occasionally allow time to have a Booking Blitz during the meeting. This can even be 30 minutes before the meeting starts.
- Take time to do things that build your Consultants’ relationships with each other and result in a strong team. An example is to assign “building buddies” who call each other once a week to encourage various building activities.

### **HOW** *are training meetings planned?*

This is the easiest part! Each month you are emailed a team meeting agenda and training material to help you deliver timely and effective training for your team. The team agenda in the monthly Leading EDGE provides ideas and suggestions for the key components of an effective training meeting.

**PRINT** the agenda and all of the training support material to help you plan your team meeting. Ask your future leaders to help plan the meeting - it’s fun, it helps you train them, and it shows them that planning and holding effective team meetings is not scary.

# Leader Basic # 5

## Provide Effective Team Training

---

### Team Training Meetings from the Leading EDGE

Here are the primary parts of an effective team training meeting:

Objective/Focus:	<ul style="list-style-type: none"> <li>• Begin with the end in mind. What do you want the Consultants to do and feel when they leave the meeting?</li> <li>• Based on your team sales and sponsoring, decide what activities do you want your Consultants to improve upon.</li> </ul>
Preparation:	<ul style="list-style-type: none"> <li>• Each month you'll get ideas to help you prepare for the meeting.</li> <li>• It is very important to involve the team members.</li> </ul>
Welcome and Introductions:	<ul style="list-style-type: none"> <li>• Guests, new Consultants, leaders.</li> <li>• Be sure your welcome and introductions make the people at your training feel special.</li> </ul>
Fun Warmup:	<ul style="list-style-type: none"> <li>• Fun/inspirational quote, story or activity...</li> <li>• Delegate an inspirational and/or fun opening or closing of your meeting to a future leader or especially creative Consultant.</li> </ul>
Recognition:	<ul style="list-style-type: none"> <li>• Recognize what you want duplicated by other Consultants.</li> <li>• Also recognize effort – making 20 sponsoring calls, giving out 10 samples.</li> <li>• Set high expectations even if it's a stretch for your team.</li> <li>• Combine recognition with training by asking a Consultant to share how she achieved the recognition.</li> </ul>
Opportunity & Leadership:	<ul style="list-style-type: none"> <li>• Create a desire to become a Consultant and a leader with L'BRI.</li> <li>• Make prospective Consultants feel special.</li> </ul>
Training & Practice:	<ul style="list-style-type: none"> <li>• Training should include reviewing a topic and also practicing to reinforce the training.</li> <li>• Vary the method of training by using the <i>12 Methods of Training</i>.</li> </ul>
Recap:	<ul style="list-style-type: none"> <li>• Summarize the key elements of the training.</li> <li>• Be sure Consultants have a clear focus based on the objectives.</li> </ul>
Call to Action:	<ul style="list-style-type: none"> <li>• Make the 'call to action' based on the training specific, measurable, and timely – for example: Offer the L'BRI opportunity to three past Hostesses within the next 48 hours.</li> <li>• You can also ask Consultants to set specific personal goals.</li> </ul>
Close:	<ul style="list-style-type: none"> <li>• Thank everyone who helped with the meeting. Mention their name and what they did.</li> <li>• Ask a Consultant to share a poem, story or quote that somehow reflects the theme of the meeting.</li> </ul>
Follow-through:	<ul style="list-style-type: none"> <li>• Plan to have a follow-through strategy after the meeting.</li> <li>• Plan a way to connect with Consultants about the "call to action" and their successes or challenges.</li> <li>• Recognize those who completed the action steps.</li> </ul>

# Leader Basic # 5

## Provide Effective Team Training



### HOW ADULTS LEARN

As an Executive, it is helpful to understand how adults learn. We have all had experience learning as a child. We can be tempted to teach adults the same way.

Adults learn quite differently. They have already had lots of life experiences. Simply dispensing information is not an effective method for adult learning. The following fundamental principles are important to consider as you facilitate your monthly team training.

How Children Learn	How Adults Learn
Rely on others to decide what is important to be learned	Decide for themselves what is important to be learned
Accept the information being presented at face value	Need to validate the information based on experiences
Expect what they are learning to be useful in the future	Expect what they are learning to be immediately useful
Externally motivated – reward or punishment, a good grade, pass test, star	Internally motivated – punishment and reward are not a driver. The “carrot” only helps an adult to focus. People respond best to their own motivation.
Unaware of what they need to know.	Very knowledgeable – use this knowledge in the group to teach each other.
Have little or no experience upon which to draw	Have much past experience to serve as a knowledgeable resource
Subject-centered learning – now we learn history, then math, etc.	Problem-centered learning – the need to know something in order to move further along, solve their own problems.
Authoritative/passive – lectured to, take in information to internalize.	Dynamic environment – are interactive learners.
Ways Teachers often Teach Children	How to be a Better Adult Trainer
Control the subject matter and motivators	Be a facilitator for learning – adapt learning needs to the person or group and allow training to come from them.
Control of the delivery form – movie, speaker, test afterwards	Use techniques to meet different learning styles – <i>12 Methods of Training</i> is helpful.
Looking for conformity – all to learn the same thing at same pace	Look for creativity and spontaneity – how they do it is not always important, it's the results that count; look for “a” way, not “the” way.
Expert/authoritarian does all the teaching	Create parallel relationship – “we” rather than “me” atmosphere; we will learn together.



# Leader Basic # 5

## Provide Effective Team Training

---



- Review the guidelines for creating a learning environment and determine if there are ways you could improve your meetings.
- Use the Leading EDGE training for your next meeting.
- Select 3 things you will do to build attendance for your next team meeting.

## Recognition

Recognition is a very important factor that inspires and motivates team Consultants.

- Gather recognition statistics from your L'BRI Business Center.
- Decide WHAT you want to recognize. Always recognize what you want to have repeated by other Consultants.
- HOW you recognize is also very important. Encourage lots of applause. Make it grand! Bring top earners to the front of the room as though it were a huge stage with spotlights beaming.
- You can also use visuals – posters, nametags, ribbons – as a form of recognition.
- Always recognize low to high. For example: When recognizing the top three Consultants in sales, recognize #3 first, #2 next and #1 last to build up to the top sales achievement.
- You can TRAIN while you recognize. For example: Ask questions such as, "How many Shows did you do to accomplish these outstanding sales?" "How did you book them?"
- Spotlight Consultants and their achievements not the "prize/gift" they are given. Consultants will remember how you made them FEEL much longer than they will remember the gift you gave to them.
- Ideas for recognition gifts: Product and business tools that Consultants can use to build their business are good choices. Keep your recognition gift budget modest. You are modeling this for your newest Executives who may not be making as much as you are yet.
- Tie in recognition to the L'BRI Profit Plan whenever possible. For example: When recognizing Consultants who sold over \$1,000 in the month, share the additional income they received by reaching Bonus and point out what they would have earned at each level of leadership.



## 12 Methods of Training

Keep the training on the *BASICS* fresh and interesting each month by varying the *METHOD* you use to train on them. These 12 methods may be adapted to many different training topics – booking, hostess coaching, selling, customer service, sampling, sponsoring and leader development – the *BASICS* that Consultants need to be trained on consistently. On the next page you see six ways to train on sponsoring and six ways to train on bookings.

# Leader Basic # 5

## Provide Effective Team Training

### 12 METHODS OF TRAINING

METHODS	SPONSORING TRAINING EXAMPLES
<b>1. Group Discussion</b> Ask open-ended questions (WHAT, WHY, WHEN, WHERE, WHO, HOW) and write responses on a flip chart	WHAT is your sponsoring goal? WHY do you want to sponsor? WHEN will you take action to sponsor? WHERE will you sponsor? WHO can you contact to sponsor? HOW will you sponsor? WHAT will you say and do to sponsor?
<b>2. Presentation</b> Successful Consultants train on what they do	Coach a Consultant who sponsored this month to share why she sponsored and a few things she did to sponsor.
<b>3. Use a Visual</b> An item that helps to make a point	Make a poster that illustrates the increased income leaders make for the same activity as a Consultant.
<b>4. Demonstrate</b> Show how something is done	Demonstrate what to say to sponsor before, during, at checkout and after a Show.
<b>5. Interview</b> Ask questions to draw out training points	Pretend to be a TV reporter. Prepare a successful Consultant in advance to answer the open-ended questions in Method #1 above.
<b>6. Questions &amp; Answers</b>	Put sponsoring situations or questions in an "Ask it Basket". Have each Consultant draw one and answer it.
METHODS	BOOKING TRAINING EXAMPLES
<b>7. Skits</b> Illustrate a point in a fun way	Act out how not to book a Show over the phone and at a Show.
<b>8. Role Play</b> Act out an experience	After training on booking Shows on the phone, ask Consultants to work in pairs and practice making booking calls.
<b>9. Breakout Groups</b> Small groups discuss a topic then share their best ideas with the entire group	Divide Consultants into three groups. Each group can discuss an aspect of booking: <ol style="list-style-type: none"> <li>1. Making booking calls</li> <li>2. Sharing the L'BRI Hostess Rewards with the cascading SLIDE</li> <li>3. Handling booking objections/concerns</li> </ol>
<b>10. Quiz</b> A list of questions to reinforce training	Conduct a quiz or scavenger hunt on the new product catalog.
<b>11. Brainstorm</b> Sharing ideas	How many ideas can we come up with to book more Shows? Write responses on a flip chart. Ask Consultants to choose the three ideas they will use.
<b>12. Panel</b> Small group of experts share their ideas	Create questions and have panelists respond, or let audience question the panelists on specific aspects of booking Shows.