

# One on One Coaching

*Should take no longer than 15 minutes*

## 1. Establish Your Goals – What Are they?

Get your people focused

Get 5 appointments somehow.

Make the one on one about THEM – Ideas:

Make it about THEIR hopes and dreams

- e.g. “We are gonna help you sell \_\_\_\_ units and reach \_\_\_\_ money.”

## 2. Review the previous day’s opportunities – Examples:

Don’t worry about why you missed out on the opportunities yesterday. Figure out how you are gonna make the deal today! What can we do now?

- e.g. “Review the deal a little but don’t over evaluate...”
- e.g. “Not gonna worry about where we picked up the nail, worry about changing the tire...”

Review what needs to be said on the call to the previous day’s opportunity.

- You may need to model a call for them
- I will make a call you make a call. *(no cradle game)*

## 3. Exposes inventory options with them.

- e.g. “We just took in a...”
- e.g. “Maybe the customer would look at...”
- e.g. “Check the other location for a...”

**4. Get them excited – Ideas:**

Motivate them!

- e.g. “You can do this!”
- e.g. “Yesterday I seen you do this really well... (Nice Job)”
- Bring positive energy

**5. Show them you are interested in their success – Get involved:**

**6. Talk about the top ten list.**

Thoughts:

- Top ten best customers
- Top ten best inventory
- Talk to them about the customers in service today.
- Bring them some sort of opportunity
- Give them a house deal.
- Don't let house deals be house deals give them away.
- Bring the last month's logs with.
- Come to the one on one bearing some sort of gift.
- Manifest list
- Body shop list

Talk about follow ups.

- Sold follow up
- Appointments

Forecast daily

- Is it positive or negative to tell them they are behind?

Manager / Supervisor

Date

Employee