

Phone Team

Ingredients:

1. 10-15 pumped up PPL Associates
2. Someone's home (living room or kitchen table)
3. A phone (cordless if possible)
4. Refreshments -- nothing heavy (cookies, milk, juice, pretzels, etc.)
5. Names and Numbers (warm lists, cold list prospects)
6. A dry erasable board and markers

Purpose:

Show participants that using the phone isn't so hard. Improve phone skills.
Have fun. New associates mixed with veterans make a learning bunch.

Phone team has from 10-15 participants. As it grows, the leaders break off in to their own phone teams. Different teams can create a friendly competition for the Most Appointments Booked for the Week, Most Participants, etc.

The leader also gets to monitor the activity in his/her organization, showing the leader where the smoke and fire is. The phone definitely brings the team together.

Instructions:

First, select the day and time that your Phone Team will meet every week. (i.e. Sunday before the conference call). Let everyone on your team know about it.

Write each participant's name on the dry erasable board.

As they book appointments mark a '1' next to their name.

Pass the phone around the room/table so each person can make a call from his/her list. Everyone definitely has impromptu 3-ways available. By the time the phone gets back around to the first person, he'll have heard several other calls.

Participants hear different perspectives by using this method and end up having an arsenal of responses to objections. By the end of phone time, everyone has improved confidence and skills!