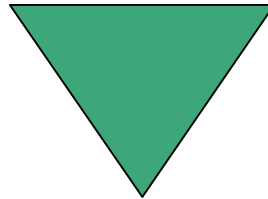




Love 'em & Lead 'em

QUAD Coaching



“Our mission is to help you make your vision a reality.”

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Coaching with the QUAD

Becoming an excellent interviewer is the secret to **building a large sales organization**. Becoming an excellent coach is the secret to **building people** so you **develop a thriving organization**. The great news is that the same skills you learn to become a great interviewer will help you become a great coach!

What is the QUAD approach?

QUAD is an acronym for **Questions, Understanding, Answers, Decision**. The QUAD approach involves asking questions to discover what your teammate needs, expressing your understanding of her situation, helping her discover answers to improve her business (or offering information with permission,) and helping her make a decision of what she will do next. Think of the process as a “question sandwich” with understanding and answers sandwiched between questions.

Why does the QUAD work?

The **QUAD** approach works when you're sponsoring because you take the time to discover what makes your prospect unique, let her know you appreciate her as a person (not just as a recruit prospect!) and offer specific answers to her questions so that she can arrive at the decision that is best for her.

The **QUAD** approach works when you're coaching because **you discover** what your teammate needs to build a business that meets her needs, you let her know you truly understand her hopes, dreams and frustrations, you **help her discover** her own reasons to commit time and energy and you encourage her to decide to take action.

The magic ingredient is relationship building.

You begin building a relationship with your prospect when you invite her to explore the business opportunity. You continue the relationship in the interview process by getting informed about her needs and informing her about the benefits that will help her meet those needs. As her coach, you develop the relationship. You provide a safe environment for her to stretch and grow in the business!

People appreciate coaching when there is something **they want to gain and when they feel safe**. A trusting relationship is a prerequisite for coaching. Coaching is about helping someone be the best they **choose** to be. Before you can coach someone, you should find out:

- What does she **think** she will be doing?
- What does **success** look like to her?
- How does she **expect** to spend her time?
- What does she **fear**?

We may have come to believe leadership is about “having the answers” and telling someone how to be successful. In reality, leading is more about asking than telling. Caring questions ignite passion and commitment far more than answers ever could!

Leadership is less about having the answers than helping someone discover her own answers. That's exactly what you do when you ask “Discovery Questions.”

The result is a product of what you ask and how you ask it. The right words are less important than the right attitude. When you ask, you don't have an agenda about the answer. You are not looking for the answer you want to hear. Your purpose is to learn.

There is no “right” answer; there is only the “real” answer.

Your role is to help her think in a new way – expand her vision.

- By asking rather than telling, you help your teammate discover her own compelling WHY.
- By asking rather than telling, you help her find her own answers within a safe framework.
- By asking rather than telling, you encourage your teammate to tap into her own experience base and take ownership of her answers.
- By asking rather than telling, you develop two-way communication that rewards you with the feeling of making a difference.

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What does she BELIEVE?

It doesn't make any difference what you say or what she says – it only makes a difference what she believes. Your Discovery Questions are the tool to figure out what she believes. You act as a mirror to help your teammate see herself as others see her. You allow your teammate to create her own path within a safe framework. You both take pride in the results!

Continuing after she says, “I don't know.”

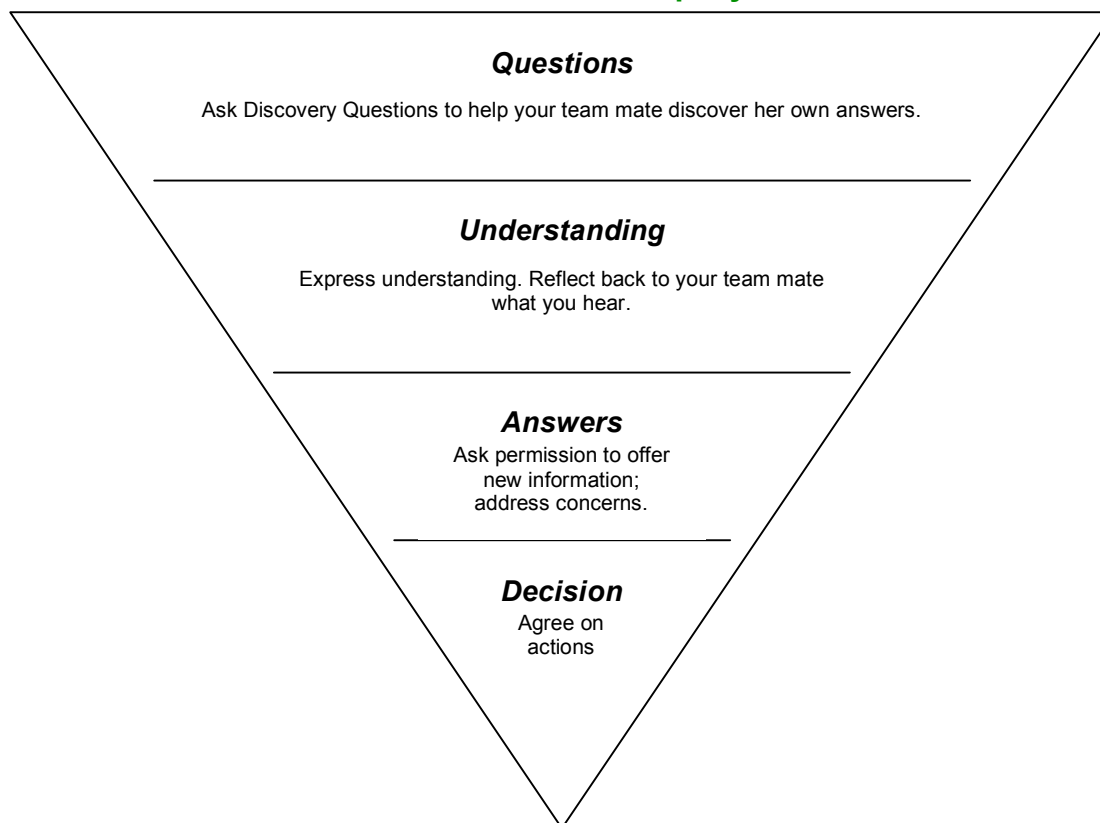
One of the frustrations of asking Discovery Questions is being greeted with the “I don't know” response. She really may not know the answer to the question you just asked (because this is all new to her or she haven't learned to think this way.) She may be afraid that her answer is “wrong” and she will be embarrassed. A simple solution is to say, “It's okay to not know. But if you did know, ... (what would you do?, how would you act?, what would you like?, how would you do it?, etc.)” You just gave her permission to respond without worrying about a “wrong” answer.* [*From the research of John Grinder and Richard Bandler]

Focus on the positive

Most of us have an amazing ability to focus on the negative. 30 incidents may have happened in a day. 29 of them may have felt anywhere from okay to outstanding. And one of the events may have been a real downer – a flat tire, rejection from a prospect, etc. What do most people focus on? The one downer thing that happened in the day.

When you focus on the positive with your Discovery Questions, you help your teammate tap into positive energy and believes. Conversely, when we begin a conversation with, “How did things go last week?”, your teammate is likely to begin telling you about the negative things and by focusing on the negative, attract more negative thoughts and energy to herself.

Picture this visual to QUADuple your results!



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Q	<p>Begin with “Discovery Questions” that focus on the positive.</p> <p>Ask open-ended, thought-provoking questions. Find out what’s <u>really</u> going on. Ask questions that direct your team mate toward solutions rather than obstacles. Encourage possibility thinking, catch your team mate doing something right and build her self-esteem:</p> <ul style="list-style-type: none"> • <i>What’s the best thing that happened (yesterday, last week, etc.)?</i> • <i>Why was that so terrific?</i> • <i>How did you feel when that happened?</i> • <i>How can you repeat it?</i> <p>Explore problem areas:</p> <ul style="list-style-type: none"> • <i>Why do you think that happened? Or Tell me what you think caused that?</i> • <i>What are you doing differently? Or What has changed?</i> • <i>If you knew you couldn’t fail, what would you do?</i> <p>Develop confidence and belief:</p> <ul style="list-style-type: none"> • <i>What would happen if...?</i> • <i>What will it mean to you when you...?</i> • <i>How can you apply _____ to your business right now?</i> • <i>How can you make it work?</i> • <i>What is your most powerful next step?</i> • <i>What are you looking forward to?</i> <p>Topic driven questions</p> <ul style="list-style-type: none"> • <i>Why would you be excited about booking with you?</i> • <i>Why do you think she reacted that way?</i> • <i>If you could change one thing...?</i>
U	<p>Express Understanding.</p> <p>Let her know you hear her and that you accept her answer without judgment. Attempt to identify the beliefs that underlie the words she says. <i>“What I hear you saying is...”</i></p> <p>Breakthrough moments large and small are a result of your team mate understanding what she really believes and what she can do about it.</p> <ul style="list-style-type: none"> • <i>I’m sure that was _____ (exciting, frustrating, upsetting, etc.)</i> • <i>It sounds like you feel _____. Would you like to talk about what to do next?</i> <p>Useful tools to express your understanding:</p> <ul style="list-style-type: none"> • <i>Feel, felt, found</i> (either personal or third person) is useful in expressing your understanding. <i>I know just how you feel! When I had two parties in a row with no bookings, I felt..., then I found that by...</i> • <i>That’s the beautiful thing about our company!</i> Let her know that she can customize her actions to any life situation.
A	<p>Suggest Simple Answers</p> <p>Ask your team mate if she would like help coming up with an action plan.</p> <ul style="list-style-type: none"> • <i>Would you find it helpful if... (I told you what other people have done in that situation? Or I helped you figure out what to do next?)</i> • <i>Is that something you would like more of (less of)?</i> • <i>Can you imagine yourself...? Would you like to talk about how to make that happen?</i> <p>Do not attempt to solve several problem situations at the same time! If your team mate feels overwhelmed, she probably won’t do anything.</p> <ul style="list-style-type: none"> • <i>Let’s tackle these challenges one at a time. What do you think would be the most helpful thing for us to work on (today, this week, etc.)</i>
D	<p>Decide on your next steps:</p> <p>Express faith in her ability to do what’s necessary.</p> <ul style="list-style-type: none"> • <i>What do you plan to do next?</i> • <i>How will you make it happen?</i> • <i>When will you get started on that?</i> • <i>What will you do if you run into a road block?</i>

QUAD Coaching in Action!

Challenges and difficult situations are inevitable! Problem situations do not necessarily indicate **problem people**. A problem usually arises when someone is struggling. Regardless of whether the problem is a “head” – skill – problem or a “heart” – will – problem, coaching with the QUAD can help you address it.

Practice using the Q.U.A.D. method of identify and respond to concerns & challenges

Situation	Questions	Understanding	Answer	Decision
Your teammate started with 6 “family and friend” booking in her 1 st 30 days, but she hasn’t been getting bookings. She is not earning enough to achieve her goals.				
Your teammate keeps getting cancellations. She tells you that she may not be “cut out for this business.”				
Your teammate is frustrated because her party average is lower than the company average. She tells you, “ <i>I just don’t know what I’m doing wrong!</i> ”				
Your teammate missed qualifying for the company incentive trip by just a little bit. Her disappointment threatens to overwhelm her.				

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Situation	Questions	Understanding	Answer	Decision
<p>Your teammate is always on time for her coaching calls and agrees to an action plan. However, she rarely follows through on what she said she would do.</p>				
<p>Your teammate has been very casual about her business. Now her life situation has changed and she wants to pick up the pace. Help her make a new plan.</p>				
<p>You are coaching a second level teammate. You don't really know her yet. Find out her goals and help her make a plan to start her business.</p>				
<p>Your teammate tells you that she isn't making as much money as she had hoped. She has started talking about getting a "real" job so she can have a "reliable" income.</p>				
<p>Your teammate got two recruits right away because of her sheer enthusiasm. She hasn't had a recruit in a while and she is questioning her ability.</p>				

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Situation	Questions	Understanding	Answers	Decision
<p>Your new leader has let her party schedule slip because she says she needs to spend more time working with her team. You know her outer rim goal is to make her house payment.</p>				
<p>Your leader is a top sales person who says that she doesn't have time to work with her team. She justifies her decision by saying, "I just can't count on them."</p>				
<p>Your leader is an excellent recruiter who is starting to feel overwhelmed by the growth of her team. She feels that she always needs to be available to them.</p>				
<p>Your leader is a good seller and recruiter. She is frustrated because her teammates don't do what she does. She says, "I tell them exactly what to do and they just don't do it."</p>				
<p>Your leader achieved her title but has not maintained it. She is frustrated and embarrassed. In addition, she needs the money to achieve her goals.</p>				

What situations would you like to discuss?