



Mary Kay, Inc.

First Steps of Team Building

Class Notes

Key Ideas:

In order to make sure I am leading the Mary Kay way, I should ask myself these questions:

1. Am I a Star Consultant conducting skin care classes and consistently reaching my selling goals?
2. Am I providing Golden Rule Customer Service?
3. Do I show that I sincerely care about my customer's needs?

Three specific skills that were covered in this class that I plan to apply within the next two weeks:

1. Memorize and role-play suggested responses to team building objections.
2. Practice sharing my "I" Story with passion and enthusiasm.
3. Actively LISTEN to the needs of potential team members. By determining behavior types, I can customize my service to meet their needs.

Specific strategies or techniques I plan to use immediately:

1. Take a reflective look at myself to see if I am seen as someone that customers can trust, respect and want to follow.

2. Be “selective” when team building. Stretch myself to approach someone who might intimidate me.

I could set a meeting to discuss with my Sales Director or mentor my goals and how I plan to achieve them.

1. How much do I want to earn from my Mary Kay business on a weekly basis?
2. How many Skin Care Classes do I plan to hold each week?
3. How many Team Building appointments do I plan to hold each week?

Action Plan:

I should refer to Mary Kay InTouch® for some of these helpful tips on Team Building:

- Select: Education Tab, Business Basics, Team Building.
- I should refer to The Team Building Layering Chart to help me track different ways to layer customers. Go to: Education, Business Basics, Team Building, and Team Building Layering Chart.
- I should set a goal to hold two team-building appointments from each skin care class.
- In addition, I should accept the Pacesetters Team-Building challenge for August and decide to hold six team-building appointments from August 1 – August 15!