Success is a Choice Mentor Programme

Workshop Plan Module Two Workshop two

Target Group: New Entrants to the Mortgage Broking Industry
Module No/Workshop Series: Module 2 Workshop 2
Learning Outcome: At the end of this Workshop, mentees should be able to: ❑ Understand business structures ❑ Create a time management planner for a week ❑ Complete Case study Four
Assessment Criteria: as per Mentor Checklist ❑ Completed case study to industry standard ❑ Completed Time Management Planner ❑ Completed Business structure module
Resources: **Equipment:** Data Projector, Whiteboard, Flip chart, laptops, **Guest Presenter options:**
Expected Time:

6 hours including breaks
OHS **It is important for you as the mentor when you set up your training session to cover OHS.** **You need to do this at the beginning of each session- you have a duty of care to anyone that you train to explain to them** • **Where the emergency exits are** • **Where the toilets are** • **What to do in an emergency** **You are also responsible for making sure that the learning environment is safe. So that means you don't conduct any of your sessions in any area that might be unsafe including the use of any resources that are not safe. E.g. Frayed electrical cords or extension cords running across the floor/trip hazards** **Session** **We now move into business structures. This is twofold; one so that they can choose their structure and the other is to reinforce the learning. We repeat this learning in another module so don't stress if they look at you in bemusement. Finish the session with the some mock interviews and lead into the case study. In each module there is learning and sales training. This is to get them into good habits from day one. It makes your job easier if they stay on task.** **There are websites listed in the Setting up your Mortgage broking business section so make sure they visit these as it**

is part of their role as a broker to research and gain knowledge in varied areas.

They will walk through each section with you. You do not need to be an expert, as it is written clearly for them (and you) to read and then create discussion. Make sure you have read the section or the exercise first as then it is easier for you to guide them through it.

Their weekly plan will help you to see where they are spending their time. This is so you can keep them on track. They should email you this on a Monday and then you review with them at the end of the week or the following Monday.

Case study:

Have them read through and question you as to the path to take, then they can spend some time researching it.

If they are not set up on your aggregator software as yet, then get them to look at the bank websites. Doing this will also show them how the customer does it and how frustrating it can be to go site to site. There are two case studies in each module and the mentee needs to tell you what research they have done so that you can see that they understand the process. So read through the scenario and the instructions and get the conversation started.

The case study is the last thing that is covered for the day so that it is easier to remember and they are not distracted by it earlier in the day. If you give it to them too early then they will be thinking about that and not the task you are working on.

Finish the session with goal setting and what the next session will be about. If you need to; schedule some one on one time with those who need it

Always finish each session with goal setting and what are they going to Stop, Continue and Start doing. This is their opportunity to show you that they are growing and managing their own performance.
Notes: **Access templates as required from your Simply Mentoring USB**

Time	Topic	Main Points/Activity	Resources
10am- 10.15	Welcome	Welcome them back and go over what the day's session will hold as above in your briefing. Remind them to turn phones to silent	
10.15-10.25	Record keeping	Get everyone to sign The attendance log (you create) Update where they are with their accreditations- (if they have started) enter into log	Attendance log that you have created
10.25- 10.45	Checklists	Go through the checklists for	End of Module one

		Module one and make sure they are on track to completing each item • Discuss 'negotiables' and non 'negotiables' in client contact. • e.g.: speed of returning all calls, level of literacy required in written communication; how emails should be constructed – no short sharp responses; how to make the customer feel like they are your only customer; It may seem simple however leave nothing to	

		chance. Ensure that the new broker understands that they should 'begin as they mean to end' If they want to end up as a professional, they should begin all activities as a professional	
10.45am Break for a cuppa			
11am-12.30 to the lunch break	Setting up the Mortgage Business Business Structures	This is a meaty section and I suggest that you have them read through it first and then teach them from your knowledge. They will have joined you as a Credit Representative however they still need to set up their business correctly. Walk them through	Their manual. You can leave them to read but don't go too far

		• Sole trader • Partnership • Company • Family Trust • Unit trust	
12.30 lunch Break		Get them to change their outgoing message on their mobile phones to something industry relevant	
	Review the types of loans Optional	Have them read through this section and teach you each one I find this review is helpful as they will start to do interviews for real now and if they can	Mentee manual

		"sprout' off what each loan is, they will appear very knowledgeable to their customer. It is the terminology that trips them up so help them to succeed.	
1pm – 3pm	Review Business Plans and Review Goal Setting Time Management	Get them to review their plans and adjust where necessary. What tasks can they set from their plans. This is a great time to get them to knuckle down and set some meaty goals on their weekly plans and identify the 'ten before ten' Their weekly plan is most important to ensure that they are engaging in life/work	

		balance and creating income producing activity as well. In the next session we will go over marketing on a shoe string so they can review it again there	
		Review their immediate, 7 day and 30 day goals Get them to be always thinking about where the business is going to come from. Get them to complete the template and the weekly plan	Mentee Manual Template on USB and in their module
3pm Break for a cuppa			
3.15pm – 3.45pm	Case Study Four	Get your mentees to read through and to talk to you about what the scenario is about. Get them to look at the	Mentees to have their case study in the module Templates in back of module

		checklists provided and put together the case study as per the checklist. Watch for any obvious errors in their questioning, however if they have a recommendation from their own knowledge and can back it up, then they are demonstrating that they understand the scenario. They need to use you as the customer or each other to practice their interviewing skills The case study is designed to get them "talking" and researching There are two in each module	Case Study three

		They all follow the same format. You are presented the information; they research the scenario and come back with three lenders that they can use. Give them time with you to do a role play.	
3.45-4pm	Goal setting /expectations	What are their expectations going forward for next three months What are your expectations (of yourself and your mentee) for next three months Quick review of the day and where do they need clarification of what was covered today What do they need to:	End of module one checklist double check all done Review checklist for module two

		Stop doing  Start doing  Continue doing  Thank them for coming today Confirm date and times for next session End of session	