

Success is a Choice Mentor Programme

Workshop Plan Module Three Workshop One

Target Group: New Entrants to the Mortgage Broking Industry
Module No/Workshop Series: Module 3 Workshop 1
Learning Outcome: At the end of this Workshop, mentees should be able to: <ul style="list-style-type: none"><input type="checkbox"/> Do a quick review of the interview system<input type="checkbox"/> Understand refinancing<input type="checkbox"/> Understand debt consolidation<input type="checkbox"/> Complete the communication exercise<input type="checkbox"/> Set Business goals for next 7 and 30 days using the short form review<input type="checkbox"/> Create a time management planner for a week<input type="checkbox"/> Complete Case study five
Assessment Criteria: as per Mentor Checklist <ul style="list-style-type: none"><input type="checkbox"/> Completed case study to industry standard<input type="checkbox"/> Completed Time Management Planner for One Week<input type="checkbox"/> Completed Business Plan

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

You are now moving into Module Three Ensure that you have completed the module checklist and given them to your

mentee to upload to AMMC. These get collated so that at the end of the programme your mentee will receive a certificate of completion.

This session you will look at systems with an activity. A review of the interview system and refinancing and debt consolidation. Once again role play is the best way to learn. So feel free to role play at any time to help reinforce a concept. You will do a communication exercise with them as this is good for them to realise that they can change the message by the way that they say something. We finish with risk and what lenders look at with different types of risk. We will look at the checklist once again and the loan checklist for a loan. Even though they will have put a loan together with the case study, you need to reinforce the checklist as this is their saviour with every loan.

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	<p>Go through the checklists for Module one and make sure they are on track to completing each item</p> <ul style="list-style-type: none"> • 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 	End of Module one beginning of Module two

		<p>sharp responses; how to make the customer feel like they are your only customer;</p> <p>It may seem simple however leave nothing to chance. Ensure that the new broker understands that they should 'begin as they mean to end'</p> <p>If they want to end up as a professional, they should begin all activities as a professional</p> <p>Read through the checklist for module two</p>	
10.45am Break for a cuppa			
11am-11.30	Systems and a quick review of the interview system	Walk them through why you need systems. In each stage	Their module

		<p>of the loan process there is a system to follow. A checklist is a system. Getting the kids to school requires a time system at home. People who utilise systems are less stressed because they know where they should be and how to complete tasks because they have checklists and systems. It is not to say that you can't work sometimes without a formal system. There will always be times that happens, and after that you will want it to be systemized so that you know what to do next time. That is what systems do. They show us how to do a task so</p>	
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		<p>that we know how to do it next time.</p> <p>Talk about what systems we have in the industry. Software, commissions. The weekly plan that they send you is part of a system. The templates that they complete for you are part of system. The File cover sheet is a system so that you as the mentor can pick up any file and know the background of the deal.</p> <p>Get them to do the activity at the end of the systems section.</p> <p>They will be asked what needs to be revised to get on track. This should become</p>	
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		one of their immediate goals.	
11.30-12.30	Understand refinancing Understand debt consolidation	<p>Read through the section and get them to teach you about refinancing and debt consolidation. This will touch back on their questioning skills and their attitude towards the customer will make all the difference when refinancing and consolidating debt.</p> <p>This section also talks about if you are doing to consolidate debt; the correct way to do it with the home loan.</p> <p>Refinancing may not be the answer. Ensure that you role play some scenarios where refinancing is the answer and where it is not the answer.</p>	Their manual

		Show them how a credit proposal should be very thorough when doing a refinance or debt consolidation so that the client can see the “before and after”	
12.30 lunch Break		Get them to change their outgoing message on their mobile phones to something industry relevant	
1- 1.30	Complete the communication exercise	This is a “say it our loud: exercise It is very self-explanatory and should give you a laugh and also demonstrate the importance of putting your voice tone in the correct mode Have them read through first	Mentee manual

		and then you do it and get them to do it individually and then to each other.	
2-2.30	Risk	Read through the section and get them to teach you about risk. How do lenders view risk? Why do some customers get a loan and others get declined due to the 'risk' level of the client. Go through each paragraph and tell a personals try around each one	
	Recap of the system	Read thought the list and discuss each step	
2.30 – 3pm	Review Goal Setting Time Management	Review their immediate, 7 day and 30 day goals Get them to be always thinking about where the	Mentee Manual Template on USB and in their module

		<p>business is going to come from.</p> <p>Get them to complete the template and the weekly plan</p>	
3pm Break for a cuppa			
3.15- 3.45	Case Study Five	<p>Get your mentees to read through and to talk to you about what the scenario is about. Get them to look at the checklists provided and put together the case study as per the checklist.</p> <p>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</p>	<p>Mentees to have their case study in the module</p> <p>Templates in back of module</p> <p>Case Study Five</p>

		<p>understand the scenario.</p> <p>They need to use you as the customer or each other to practice their interviewing skills</p> <p>The case study is designed to get them “talking” and researching</p> <p>There are two in each module</p> <p>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.</p>	
3.15	Goal setting /expectations	What are their expectations going forward	Module checklist double check on track

		<p>What are your expectations (of yourself and your mentee)</p> <p>Quick review of the day and where do they need clarification of what was covered today</p> <p>What do they need to:</p> <p>Stop doing </p> <p>Start doing </p> <p>Continue doing </p> <p>Thank them for coming today</p> <p>Confirm date and times for next session</p> <p>End of session</p>	
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Module Three Session One for Success is a Choice

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