

# Success is a Choice Mentor Programme

## Workshop Plan Module Four Workshop One

**Target Group:**

New Entrants to the Mortgage Broking Industry

**Module No/Workshop Series:**

Module 4 Workshop 1

**Learning Outcome:** At the end of this Workshop, mentees should be able to:

- Understand specialist lending
- Use the loan repayment easy reckoner
- Complete BDM phone task
- Set Business goals for next 7 and 30 days using the short form review
- Create a time management planner for a week
- Complete Case study seven

**Assessment Criteria:** as per Mentor Checklist

- Completed case study to industry standard
- Received Diploma
- Completed Time Management Planner for One Week
- Completed Business Plan

**Resources:**

**Equipment:** Data Projector, Whiteboard, Flip chart, laptops,

**Guest Presenter options:** Specialist lender

**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 Four 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 specialist lending. We only feature Pepper in this section, however make sure you talk about the others that are out there to assist. Included is a home loan repayment easy reckoner. This is paper base and you also have a soft copy on your USB. They have a task to add BDM's numbers to their phones. This is about habits and systems once again. You will need time in these days going forward as they will bring in scenarios and loans to be vetted. It is important that they are learning to listen and looking for solutions. Even if they are not confident to do a particular loan type they must be confident enough to bring it to you and for you to do or refer to a buddy broker to do with them.

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

<b>Time</b>	<b>Topic</b>	<b>Main Points/Activity</b>	<b>Resources</b>
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 the Module and make sure they are on track to completing each item Discuss 'negotiables' and non 'negotiables' in client contact. <ul style="list-style-type: none"> <li>e.g.: speed of returning all calls, level of literacy required in written communication; how emails should be</li> </ul>	End of Module

		<p>constructed – no short 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.</p> <p>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 the module</p>	
10.45am Break for a cuppa			
11am-12	Specialist Lending	Have them read through the section. Brokers sometimes	<p>Their module</p> <p>Role play scenarios</p>

		<p>don't want to do specialist lending because they see it as a "last resort". I say it is "resort" lending, a place where they (the client) can relax until their situation fits traditional lending solutions. Read through the five steps and role play these steps.</p> <p>Role play with them scenarios of examples. Suggestions:</p> <ul style="list-style-type: none"> <li>• Employment doesn't fit</li> <li>• Recently self employed</li> <li>• Probation</li> <li>• LMI criteria</li> <li>• Business purpose cash out</li> <li>• Impaired credit</li> </ul>	
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		<ul style="list-style-type: none"> <li>• ABN short registration</li> <li>• Credit Scoring issues</li> </ul> <p>When you are talking to the client it is about how you position them to accept the specialist lender. If the broker sees it as last resort, then that is how you will sell it.</p> <p>Run through how the lender submission notes must be in depth so that you can explain the situation. Always answer the question before it is asked.</p>	
Lunch 12 – 12.30		Get them to change their outgoing message on their mobile phones to something industry relevant	
12.30 – 1.30pm	Home Loan repayments easy reckoner	This is a cool tool because it is	Their manual and your USB

		<p>not software that you are carrying around.</p> <p>Yes you can do all of this on the smart phone but you are not learning any formulas.</p> <p>Get out the calculators and have them work out a \$300,000 loan at each interest rate over 25 and 30 years</p>	Calculators
1.30pm	Task: enter five BDM's lenders details into their smartphone	<p>So many times brokers have to go back to their software to get the lenders details so take time now to enter five contact details.</p> <p>Review habits and systems here to reiterate the importance of becoming streamlined in their business</p>	

		practices.	
2pm- 3pm	Guest Lender	Specialist lending if possible	
3pm Break for a cuppa			
3.15pm	Review Goal Setting Time Management	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
3.15- 3.45	Case Study Seven	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. Watch for any obvious errors in their questioning, however if	Mentees to have their case study in the module Templates in back of module  Case Study Seven

		<p>they have a recommendation from their own knowledge and can back it up, then they are demonstrating that they 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</p>	
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		to do a role play.	
3.45	Goal setting /expectations	<p>What are their expectations going forward</p> <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>Module checklist double check on track</p> <p>Nest session they need to bring in their 100 names that they made contact with</p>

		End of session	
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