

Success is a Choice Mentor Programme

Workshop Plan Module Four Workshop Two

Target Group:

New Entrants to the Mortgage Broking Industry

Module No/Workshop Series:

Module 4 Workshop 2

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

- Understand Loan guarantees
- Review the 100 names exercise
- Complete 20 point touch activity sheet
- 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 eight

Assessment Criteria: as per Mentor Checklist

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

Resources:

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

Guest Presenter options: Lender on Guarantees

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

This is a nicely paced session where we look at loan guarantees and the mentees have some time to look at their

aggregator software and create a matrix of who will do guarantees and what is the policy around each one.

The 100 names review is important as they have had that six weekly task in previously, and now need to review and see where they have had success and where they need to revisit. They will need to do another to letters/ contacts. We also ask them to write down what they were going to earn so far and how much they have earned. Does the picture match? This dovetails into the 20 per day point checklist where we tell them where to be looking to go for business. The first couple of months with them is all about the “set up” as they have so much learning to do and accreditations to receive and products to learn. Once you get to this session they should be doing appointments and bringing you better scenarios. It should be full steam ahead now and their questions should be getting better and more informed. Review the sales figures with them as they can’t live on air. Invite lenders in today that will do guarantees with an element of ease.

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	

		<p>over what the day's session will hold as above in your briefing.</p> <p>Remind them to turn phones to silent</p>	
10.15-10.25	Record keeping	<p>Get everyone to sign The attendance log (you create)</p> <p>Update where they are with their accreditations- (if they have started) enter into log</p>	Attendance log that you have created
10.25- 10.45	Checklists	<p>Go through the checklists for the Module and make sure they are on track to completing each item</p> <p>Discuss 'negotiables' and non 'negotiables' in client contact.</p> <ul style="list-style-type: none"> e.g.: speed of returning all calls, level of literacy required in written 	End of Module and beginning

		<p>communication; how emails should be 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			

11- 12	100 names review	<p>Get out the 100 names. They may have done a social media hit or may have done a paper mail out. This time is for them to review the 100 names and see what results they received for the contact that they made. They sent out four contact points and now they should be turning that into opportunities.</p> <ol style="list-style-type: none"> 1. The people that recognised their contact 2. The people that ignored the contact <p>They need to design to two more contacts either a phone</p>	Their 100 names and the dates they sent out the contacts/letters
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		<p>contact or another form of “sales” contact.</p> <p>Have them make two lists and design the contact</p> <p>It can be paper based or social media BUT it must be done. All that initial hard work will be lost if they don’t follow up.</p>	
12 lunch break		Get them to change their outgoing message on their mobile phones to something industry relevant	
12.30 – 1.30	Guarantees	Have them read through the section. This is the best way to learn and after they have read through have them teach	<p>Their module</p> <p>Role play scenarios</p>

		<p>you about guarantors. In this way you can check if they have absorbed the information or need to be explained further.</p> <p>Role play the interview process for this type of lending</p> <p>Ensure that they understand the ramifications of a guarantee going bad and what the responsibilities of each party to the loan is.</p> <p>.</p>	
	TASK	Create a matrix of guarantee lenders from the aggregator software	Laptops software
Lunch 12 – 12.30			
12.30 – 1.30pm	Time to finish morning tasks	People work at different	You can leave them to

		<p>paces. Some will have finished and some will be struggling. This is a spacer so you can catch up. Time to complete any of the morning's tasks and to show you any loans or scenarios. Stay in the room so that they stay on task and they can listen into any scenarios.</p>	<p>complete this and check in. stay in the room so that they stay on task and they can listen into any scenarios.</p>
1.30pm	Task 10 minutes	<p>Complete the task How much have they earned in dollars, versus how much they had planned to earn How big is the gap both positively and negatively? Discuss strategies to get back on track for example the 50 ideas from previous session.</p>	

1.40pm	Task: enter another five BDM's lenders details into their smartphone	So many times brokers have to go back to their software to get the lenders details so take time now to enter another five contact details. Review habits and systems here to reiterate the importance of becoming streamlined in their business practices.	
2pm- 3pm	Guest Lender	Guarantor lending if possible	Template lender cheat sheet
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. Have them complete the template and the weekly plan	Mentee Manual Template on USB and in their module

3.15- 3.45	Case Study Eight	<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 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</p>	<p>Mentees to have their case study in the module</p> <p>Templates in back of module</p> <p>Case Study Eight</p>
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		<p>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>	
3.45	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>	Module checklist double check on track

		<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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