

Success is a Choice Mentor Programme

Workshop Plan Module Five Workshop Three

Target Group:

New Entrants to the Mortgage Broking Industry

Module No/Workshop Series:

Module 5 Workshop 3

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

- 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 ten

Assessment Criteria: as per Mentor Checklist

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

Resources:

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

Guest Presenter options: ask me anything day

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 great session to review all the learning from the last two sessions and to have an ask me anything day.

You can invite two or three lenders and ask them anything

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	Go through the checklists for the Module and make sure	End of Module


		<p>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 communication; how emails should be constructed – no short sharp responses; how to make the customer feel like they are your only customer; <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-12.30	Guest speakers	This is for you to choose and have them take notes on the lenders that you have invited	Workshop scenarios
Lunch 12.30		Get them to change their outgoing message on their mobile phones to something industry relevant	
1.30pm- 3pm	Review of Module five content	As the content was quite meaty this time, is to re-read and review. You will be surprised by how many questions will appear because	Their manual and laptops to access websites

		<p>they have had time to think about the information. They can practice calculating LVR's for bridging</p> <p>If you do not use all this time bring the case study into this session</p>	
3pm Break for a cuppa			
3.15pm	<p>Review Goal Setting</p> <p>Time Management</p>	<p>Review their immediate, 7 day and 30 day goals</p> <p>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</p>	<p>Mentee Manual</p> <p>Template on USB and in their module</p>
3.15- 3.45	Case Study Ten	<p>Get your mentees to read through and to talk to you about what the scenario is</p>	<p>Mentees to have their case study in the module</p> <p>Templates in back of module</p>

		<p>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 get them “talking” and researching</p> <p>There are two in each module</p>	<p>Case Study Ten</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.	
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>Module checklist double check on track</p> <p>Nest session they need to bring in their 100 names that they made contact with</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>	
--	--	---	--