PESOS TRAINING

How do you train people in the office and in the field?

PREPARE

- Prepare yourself and the materials
- Put the Agent at ease
- Point out the benefits to the Agent
- State the objective

EXPLAIN

What – What you want the Agent to do

How – How you want the Agent to do it

Why – Why it should be done this way

Get Feedback – Verify the Agent understands
Ask questions that begin with “Who, What, When, Where, Why, How”

SHOW

Explain what you are about to show
- Explain each person’s role
- Tell them particular areas to pay close attention

Give an actual demonstration
- Show the entire job, not bits and pieces
- Use all materials and skills in the same manner the Agent should use them
- Set a high standard – quality produces quality

Encourage the Agent to discuss and ask questions

Quiz the Agent about specifics:
- “What did you notice about …”
- “As a customer, how did you feel about …”
- “What would you have done differently …”
OBSERVE

Let Agent tell you what they are going to do and why they are going to do it that way

Let the Agent do it without interruptions

“If you had to do it all over again…”

Compliment before you correct

Give constructive correction (Remember, you’re building a house, not tearing it down)

Continue role play and discussion until the Agent can do what you are training them to do

SUPERVISE

Training is wasted if not supervised

Consistent supervision builds credibility with Agents

• Shows you care about their success
• Agents improve if you “check their homework”
• Verifies that training is important

New Agents:

• Cannot organize or discipline themselves
• Help them develop positive habits

Experienced Agents:

• Need to be reminded
• Tempted to yield to old familiar ways

Set objectives

Put the Agent on their own and observe

Discuss, analyze and coach

Maintain and analyze records

Diagnose additional training needs