

## Best Practices

Action Monday™ Triage Workshops  
Sherry Pitcock on January 15, 2008

Let's start at the beginning. Doing a Triage workshop begins with knowing what the struggles are within your group. Struggles are a VERY important part of the Action Monday program. It needs to be seen as validated.

We need to see Struggles as the next adventure, as a moment of discovery. An "Oh Boy!" moment. Struggles are the indication of moving forward and learning. They are the very music of it. No struggle means complacency which means death.

When you ask, "So what are we struggling with?" You will notice how silent the room goes. No one wakes up on Monday morning, thinking to himself, "Oh goody, I am struggling!"

So you can ask questions that draw them out. Also be careful to celebrate each one.

- Who has put anything in escrow this month?  
    Ok, that's something we're struggling with!
- Who has six appointments?  
    Notice whose hands do not go up.
- Who has at least two probing appointments?
- Who has three Certified Buyers? How about just one?
- Who has made appointments that did not keep?
- Who has a listing that has been on the market over 60 days?
- Etc. Until you get a clear picture.

Now you can ask...What do you need to know or know-how to make it happen?

At the end of every Wins and Struggles you should have a handle on what next week's Triage will be about. You may have more than one workshop to do.

If you have more than one, get together with your best team leader and go over the Triage workshop you want him/her to do. Talk about the purpose and the outcome you are looking for. You do the hardest one. The team leader will get really good at a couple...Like how to make an appointment.

### About the Workshops:

Each of them gives you a sense of what the purpose is. Each one tells you what to write on the flip chart. There are some stage direction in them...i.e. don't tell them the answer, make them give it to you.

There is language and the math is done for you.

You need to read them and practice them at least once before you present them.