



Workbook: Build the People

Manager Introductions

- Name
- Length of time in Tupperware
- How you felt as a new Consultant and why you have remained in the business

The goal of this lesson is to:

Provide you, the Manager, with the knowledge, tools and skills to develop your team and build meaningful relationships.

By the end of this lesson, you will be able to:

- Recognize your role and responsibilities in the orientation and development of a new Consultant.
- List the important elements of proper kit issue, Grand Opening and Training Parties.
- Recognize the importance and goals of maintaining weekly contact with team members.
- Conduct productive Weekly Connect Calls providing support and guidance.
- Plan and conduct monthly Team Meetings.



Build the People Activity

How "Not" to Keep a New Consultant	How to Keep a New Consultant
	



8 Ways to Train New Consultants

It has been said, if you ignore them – they will leave. Here are eight ways you can train a new Consultant by taking them by the hand and showing them the way! Let a new Consultant observe as you conduct your business – this not only builds their confidence – it builds yours too!

- 1. Welcome Training**
- 2. Kit Issue**
- 3. Grand Openings**
- 4. Training Parties**
- 5. New Consultant Orientation and Success Classes**
- 6. Team Meetings**
- 7. Weekly Connect Calls**
- 8. Field Activities**



Welcome Pack Training

When: Conclusion of opportunity interview after the prospect has said yes

Purpose: Engage the new Consultant within the first 72 hours before kit arrives

Tools: Welcome Pack Materials

- ❑ Welcome to Tupperware letter

- ❑ 72-Hour Checklist

- ❑ Catalog "Wraps"

After the "Yes" Checklist



Why Kit Issue?

- Ensures Consultants are familiar with the products and the training in the kit.
- Provides an opportunity to continue building the relationship between the Consultant and the Manager.
- Provides an opportunity for the Manager to address any questions or concerns.
- Reassures the new Consultant that they will receive the support and training needed to be successful.
- Provides an opportunity to discuss expectations and next steps.

When and Where?

- As soon as the kit arrives.
- Instruct the new Consultant to call you as soon as the kit arrives and to not open the box until you meet with her or call her.

What's covered?

- Use the Opportunity Kit Checklist as the guide.



Opportunity Kit Issue Checklist

The review of a new Consultant's opportunity kit is a very important step in their development and future success and should be conducted in person whenever feasible. Even if your Director reviews these items during New Consultant Orientation, it is beneficial to hear the information multiple times to reinforce the learning. If an in-person meeting is not possible, don't skip this step. It is still important and can be done over the phone.

- ❑ Set a date and time to review the kit, in person if possible.
- ❑ Congratulate the new Consultant on their decision to open their Tupperware business.
- ❑ Explain that the activities of a new Consultant include:
 - Planning, preparing for and holding Tupperware parties.
 - Dating future parties.
 - Ordering product purchased at Tupperware parties.
 - Providing you with potential Consultant leads.
 - Sharing the Tupperware Opportunity with others.
- ❑ Review the 1-2-3 Guide to Getting Started steps and encourage the new Consultant to complete each step as soon as possible.
- ❑ Help the new Consultant assemble the tabs in the Business Binder, reviewing the purpose of each tab.
- ❑ Present the STAR Datebook pages and place them behind the "Calendar" tab.
 - Write your contact information in the "Your Recruiter's Information" section.
 - Write your Director's contact information in the "Your Director's Information."
 - Explain the sales periods as you review the Month End information, emphasizing the sales cutoff times for your area.
 - Review Tupperware Support information, emphasizing the support hours.
 - Encourage the new Consultant to set aside time to complete the My Dream Worksheet by emphasizing that this activity is the first step toward establishing their Tupperware career goals.
 - Thoroughly review the STAR Program Chart pointing out the product awards they can earn each week to add to their business kit and the cash awards they can apply toward their orders when they personally recruit and qualify new Consultants.
 - Write in the Grand Opening date/time and any parties that have already been dated.
 - Write in team meeting dates and times.
 - Write in date/time for New Consultant Orientation.
 - Write in the end date of the new Consultant's 13th week.
 - Set a weekly date/time when you can touch base, emphasizing the importance of these calls.
- ❑ Remove each item from the kit, tell the Consultant the name of the item, and review the purpose of each. Most of the business tools in the kit have a detailed "how to use" instruction sheet which can be filed behind the "Training" tab in the binder.
- ❑ Remove each product from the kit, briefly reviewing the features and benefits.
- ❑ Direct the new Consultant to the Features & Benefits stickers included in the kit. Encourage your Consultant to apply the stickers to the product as a handy reference while demonstrating the product at parties.



Opportunity Kit Issue Checklist (continued)

- ❑ Review the party planning steps outlined on the instruction sheet explaining how to create a planning packet. Emphasize the steps to party planning success and stress the importance of thoroughly planning every Tupperware party as soon as possible after dating.
- ❑ Emphasize the importance of attending New Consultant Orientation where they will learn:
 - What activities Consultants should consistently do to be successful.
 - How to plan, prepare for and hold Tupperware parties using the “Thumbprint of the Party” as a guide for each step.
 - How to date future parties.
 - How to order product purchased at Tupperware parties.
 - How to identify potential Consultant leads and share the Tupperware Opportunity with others.
- ❑ Explain the Tupperware Warranty and the Quality Guarantee and explain that this will be covered more in detail at New Consultant Orientation.
- ❑ Check the Consultant’s progress of creating their Contact List. Provide suggestions using FRANK.
- ❑ Role-play dating on the phone and dating at parties.
- ❑ Role-play how to use the Opportunity Cards to share the benefits of the Tupperware Opportunity.
- ❑ Conclude the meeting by setting initial dating and recruiting goals, congratulating the new Consultant again for making the decision to grow their Tupperware Business and offering your support.



How to Conduct a Successful Grand Opening

Grand Opening Goals:

- Date 6 parties for the new Consultant into the next 2–3 weeks.
- Identify recruit leads.
- Recruit one or more new Consultants.
- Model how to demonstrate the products from the Business Kit.

Grand Opening Checklist:

- Party plan thoroughly with the new Consultant. *Encourage the new Consultant to invite lots of people from different areas of her/his life. Remember, you want to start as many different "party chains" as possible.*
- Discuss what the new Consultant should do at the Grand Opening. *Encourage the new Consultant to lead the opening activity, present the gifts, and/or demonstrate 1 or 2 products.*
- Ask the new Consultant to watch everything you do to create a desire for dating.
 - *how you present the Host gifts*
 - *how you give dating bids*
 - *how you approach the guests one-on-one*
- Set up and decorate your display: *This is the "Grand Opening" of your new Consultant's business. Ribbons and special decorations on the display table will make it a celebration.*
 - *String a ribbon across the table and have the new Consultant cut the ribbon at the beginning of the party and then take 2 pictures (one for you and one for the new Consultant).*
 - *Keep a few of these pictures on your display table to pique guests' interest.*
- Make a formal introduction of the new Consultant to the party guests.
- Follow the party flow, making sure to demonstrate the products from the Business Kit.
- Use the "Helping Hand" word choices and sheet on the following pages to encourage dating and recruiting.
- Invite the guests to consider joining the new Consultant in Tupperware.
- Ask each guest to date a party for the new Consultant.
- Party plan the dated Hosts as a group with the Consultant observing.
- Review the party with the new Consultant after the party is over.



Helping Hand Dating Activity (Dating 5 or more Parties at Grand Opening Parties)

Words to say, at the very beginning of a Grand Opening Party:

"I'd like thank everyone for attending Mary's Party this evening! Tonight is very special, so Mary why don't you come up here and together we'll share the great news with everyone.

First of all, let's give Mary a big round of applause for being our special Host this evening!

I'm thrilled that so many of Mary's friends and family are here tonight.

The reason I'm so excited is because Mary has decided to join Tupperware and tonight is not an ordinary Tupperware Party... It's Mary's Grand Opening... Don't you think Mary will be an excellent Tupperware Consultant?" [Friendly positive responses avoid New Consultant Cold Feet Syndrome!]

How many of you like to help your friends?" [Showing of Hands]

Great, because, we really need your help. Mary will be looking toward her friends to Host her first 5 Parties. At her first Parties she'll be meeting your friends and will be expanding her business.

So let me show you what's in it for you when you give Mary a helping hand ... you'll be so excited to be saying 'yes' to holding a Party to help Mary get started!"

Have your new Consultant assist you with the demo of Host Offers

Create a visual by *Showering your Host with Gifts* to create excitement and the desire to Date!!!

- Thank You Gift / Date' N Hold offers
- Host Bonuses
- Host Gifts
- Special Offer for Hosts who set a Party Date at the Grand Opening Party [Provide gift if a promotion is not offered by Tupperware]

Close your Host Offer Demo by saying:

"Now how many of you agree there are terrific offers for Hosts right now? [Showing of hands]

Great... Then all of you can give Mary a helping hand by Hosting a party to help her get started.

[Pass around a hand traced on a piece of paper to every Guest]

Here is Mary's hand... she is looking for 5 friends to give her a helping hand in her new Tupperware business. Simply write your name and phone # on one of her fingers, and we'll set a date for your party. She is anxious to get started right away, like this week! Have you heard about our ... our '3 U and Me Parties'... Oops... I mean '3 U and Mary Parties'... Mary will be demonstrating!"

[Offer ideas to make Dating simple and fun!!!]

Steps to Success...

- Keep passing around the hand and encourage datings until 5 parties have been dated. A dating can even be added in the "palm" of the Helping Hand.
- Pass around 2 hands at large parties with 10 Guests or more!
- Take the lead and date in close... one into this week, two into the next week, and two into week 3.
- You want your new Recruit to achieve \$1200 in sales within her first four weeks to reach STAR awards and Personal Sales Volume Bonus.



How to Conduct a Successful Training Party

The best way to teach a new Consultant how to conduct a Tupperware party is to take the Consultant on 2–3 of yours! Here are a few tips to ensure your new Consultant's training parties are rich learning experiences.

- Schedule the training parties as soon as the Consultant says “yes” to Tupperware while you’re reviewing the Welcome Pack. Ask the Consultant to bring a small notebook and a pen.
- Travel with the new Consultant to the party if possible so you can talk along the way.
- Review the “Training Party Checklist” with the Consultant before the party so the Consultant will know what to look for:
 - *“Thumbprint of the party” flow*
 - *product demonstration with features and benefits*
 - *dating and recruiting bids*
 - *party details – taking orders, handling warranty requests, etc.*
- Show the new Consultant where to sit once the party begins and ask the Consultant to write down observations on the “Training Party Checklist.”
- Introduce the new Consultant to the guests and proceed with the party as usual.
- Review the “Training Party Checklist” again, after the party is over, to review the Consultant's observations.
- Ask the Consultant to recommend two people from the party the Consultant would like to work with and explain the concept of recruit leads.
- Schedule the Consultant's next training party.



Training Party Checklist

Watching you conduct a Tupperware party is the very best way for a new Consultant to learn. This checklist outlines the steps included in a successful Tupperware party. Use it as a guide when you are being observed by a new Consultant.

Before the Party Starts

- ❑ Arrive ½ hour early
- ❑ Set up the display.
- ❑ Check your personal appearance.
- ❑ Talk to the Host to learn more about the invited guests.
- ❑ Greet guests and build rapport.

Begin the Party

- ❑ Introduce yourself and thank everyone for coming. *If desired, present them with a small gift.*
- ❑ Introduce the topic or “theme” of your demonstration.
- ❑ Thank the Host and present a gift. *How is the Host spotlighted?*
- ❑ Introduce the order form and ask guests to complete the contact information.

During the Party

- ❑ Demonstrate Host Gifts and explain Host rewards.
- ❑ Demonstrate the products related to your theme and “what’s new” in Tupperware.
- ❑ Explain the Lifetime Warranty and Quality Guarantee.
- ❑ Explain the ordering, payment, delivery process.
- ❑ Thank guests for taking the time to attend and invite them to shop.

After the Party

- ❑ Review guest orders for dating and recruiting prospects.
- ❑ Total order and invite each guest to Host a party.
- ❑ Party plan with those who dated.
- ❑ Review sales and datings with Host and Host rewards earned.
- ❑ Remind the Host of the closing date and discuss additional ways to build sales and datings if desired.
- ❑ Invite the Host to use this party to start a Tupperware business!



Training Party Observation Checklist

Date _____

Director/Manager _____

Host Name _____

1 How far in advance of the party does the Director/Manager arrive?

2 Where does the Director/Manager set up the display? How are the products and the Host Gifts arranged?

3 How does the Director/Manager greet the guests? What are some questions she/he asks to learn a little bit about each person?

4 How does the Director/Manager get the guests' attention and set the stage for moving the party into the kitchen?

5 How does the Director/Manager put together the TUPPERWARE demonstration? How does she/he move from one product or recipe to another? What are some tips on the products you'd like to remember?

6 How does the Director/Manager create interest in the products? Write down word choices, a story, or idea you want to be sure to use.

7 When does the Director/Manager mention dating to the group? Write down the phrase that you particularly like and when it was introduced during the demonstration.

8 What does the Director/Manager do to get recruit leads?

9 Jot down any phrases you like that the Director uses when talking with the guests one-on-one about dating.

10 As you observe guests, jot down the names of those you think would be great at having their own home-based business with Tupperware and then compare notes with the Director after the Tupperware Party.



Guide to Weekly Connect Calls

Maintaining a consistent weekly connection with your Consultants is one of the most important things you can do to build a successful and growing team. Remember:

Contact = Relationship = Retention

Here are the objectives of your call:

1. Discuss accomplishments
2. Give recognition
3. Reinforce attendance at upcoming meetings
4. Determine individual strengths and weaknesses
5. Evaluate progress toward goals
6. Schedule field activities
7. Determine development areas
8. Identify team training needs

Discovery questions:

- "What went well last week?" *Don't forget to compliment them!*
- "What didn't go so well?"
- "What did you learn? What will you do differently next time?"
- "What do you have planned for next week?"
- "How's your progress toward the goals you've set?"
- "What specific actions will you take next week to build your business?"
- "How can I best support you?"
- "Do you have any questions about the promotions and challenges you have to work with this week?"
- "Is there an area of your business that's giving you a challenge?"
- "What do you feel is keeping you from holding parties?"
- "Did you realize you're just \$_____ away from receiving a (gift, bonus, etc.)?"
- "What are your goals for next month?"
- "What would you like to have, be or do that Tupperware can help you achieve?"
- "Have you ever thought – even for just a second – about becoming a Tupperware Manager?"



Common Challenges: What to say when your Consultant has . . .

<p><u>Few Parties Up</u></p> <ol style="list-style-type: none"> 1. How much money do you want to make this month? 2. What is your party goal for this month? 3. Who can you call and what can you say to add datings to your book? 4. What time do you have in the next two days to make dating calls? 	<p><u>Too Few Datings</u></p> <ol style="list-style-type: none"> 1. How long is your demonstration? 2. What dating bids are you giving during the demo? 3. What are you offering the Host for having a dating waiting? 4. What Host gifts are your carrying? 5. What are you saying in your one-on-one time with each guest about dating? 6. What objections are you hearing? 	<p><u>Low Attendance</u></p> <ol style="list-style-type: none"> 1. How many reminders did you send? 2. What are you offering your Host for a full guest list? 3. What gift are you offering for "bring a friend – get a free gift?"
<p><u>Low Party Average</u></p> <ol style="list-style-type: none"> 1. What sets are you demonstrating? 2. What is your Host's gift goal? 3. How many people took advantage of the "purchase-with-purchase?" 	<p><u>No Recruit Leads</u></p> <ol style="list-style-type: none"> 1. What did your Host say when you invited her to sell Tupperware? 2. Who did you meet that you liked? 3. Who at your parties LOVES Tupperware? 4. Who did you meet that didn't date a party? 	<p><u>Rearrangements</u></p> <ol style="list-style-type: none"> 1. What is your Host's gift goal? 2. How often are you sending postcards or calling? 3. How far out are you scheduling your parties? 4. Did you have a DEFINITE date and time agreed to for the party?



Perfect Party Checklist

(tape this to the outside of a file folder and place everything related to the party in the folder)

Host Name _____ Party Date/Time _____
Host Phone # _____ Address _____
Host's Goal: _____ Theme _____

Check Point #1: Party Planning (within 24 hrs. of dating)

- o Review Host Program and determine Host's Goal. Dream Big! Begin building Host's wish list.
- o Provide extra incentive goals for activities (Guest List within 48 hrs., \$200+ in outside orders, datings-in-waiting, 10 or more in attendance, etc.).
- o Decide party theme and determine which recipe you'll be making. Explain what ingredients to have on hand.
- o Provide 2 Guest Lists and begin the List with Host providing suggestions.
- o Encourage Host to return the Guest List within 48-72 hours. Provide self-addressed stamped envelope.
- o Encourage Host to **over-invite** and **personally call** - then explain why.
- o Determine how invitations will be sent (you or the Host) and which invitations to use (brochures, post cards, Evite, etc.).
- o Encourage Host to show the catalog and brochure to everyone and to collect outside orders and datings from anyone unable to attend.
- o Explain order form, shipping/handling and tax.
- o Review payment information.
- o Discuss when the party will close and when the guests will receive their orders.
- o Talk about the Tupperware Opportunity and invite Host to a meeting to hear more.
- o Mail Host a thank you note.

Check Point #2: Each Week before Party

- o Let your Host know when invitations were mailed or check to see when invites were sent.
- o Encourage Host to make reminder calls and ask guests to bring friends.
- o Review the Opportunity benefits again. (This could be the "Grand Opening" party.)
- o Remind Host of your invitation to a meeting and provide details.
- o Invite one of your team members to the party as a "training party" and provide "Training Party Checklist."

Check Point #3: Day Before Party

- o Call and encourage the Host to phone guests with reminder and to determine how many people will be attending.
- o Determine Host's progress on the incentives. Ask which guests are likely to date a party.
- o Get directions and let the Host know when you'll be arriving.

Check Point #4: Day of Party

- o Arrive on time and dressed for success. If bringing a team member, pick the Consultant up to review their role during the party. Discuss what they observed and learned on the way home.
- o Set up quickly so you can greet the guests. Be excited and enthusiastic.
- o Thank the Host and shower the Host with gifts throughout for completed challenges.
- o Pass around the products and get customer testimonials, demo product with features & benefits, suggest add-on sales, sell in sets and make gift suggestions.
- o Incorporate dating and recruiting bids/games throughout. Identify at least 2 dating and recruit leads.
- o Thank the Host again.
- o Talk to everyone about the Host and Tupperware Opportunities during order taking. Ask for referrals.

Check Point #5: Day After Party

- o Send Thank You Note.
- o Call guests who were not able to attend and encourage them to Host a party.
- o Call customers who placed outside orders and thank them for their order, encourage them to Host a party, tell them more about the Tupperware Opportunity, and/or get referrals.

Check Point #6: After Product Delivery

- o Call and thank the Host again and answer any questions about customer orders or Host order/gifts.
- o Share the Tupperware Opportunity and invite the Host to attend a meeting to hear more.
- o Share upcoming Host and customer promotions and offer the Host to re-date.
- o Call party guests to answer any questions about their order. Offer the Tupperware Opportunity and invite to a meeting.
- o Share how much the Host earned and offer the Host opportunity.



Monthly Team Meeting Tips:

7 Reasons Why You Should Hold a monthly meeting:

1. Create friendships among all the members of your team.
2. Create and foster team spirit.
3. Provide an opportunity for you to conduct specialized training.
4. Provide you with a place for setting team goals and inspiring your team into action.
5. Provide an opportunity for you to give recognition to your Consultants in front of their peers.
6. Provide updates to your team.
7. Give your Consultants the opportunity to see you as a leader.

Success Tips for Good Attendance:

- Expect Consultants to attend.
- Have new Consultants write the dates in her STAR Datebook when issuing the kit.
- Plan informative and fun meetings.
- Be organized.
- Delegate display set up and refreshments.
- Remind them during Weekly Connect Calls.
- Decide training topics. (*What does your team need right now?*)
- Decide what recognition you'll give. (*What success behaviors do you want to reinforce?*)

Training Topic Ideas

- ✓ The benefits of recruiting
- ✓ Lead generation and follow-up
- ✓ How to date in close
- ✓ How to avoid postponements and cancellations
- ✓ How to plan a party
- ✓ How to build party attendance
- ✓ How to build your customer base
- ✓ How to sell large items and sets
- ✓ How to prospect
- ✓ How to organize a big week
- ✓ Specialized product training such as Custom Kitchen Planning



Recognition Ideas

- ✓ Top Consultant in sales for the month
- ✓ Highest party average
- ✓ Highest party attendance
- ✓ Most recruit leads given
- ✓ Most new Consultants recruited
- ✓ Top dater for the month
- ✓ Averaged two datings per party
- ✓ Most parties held
- ✓ Most team meetings and classes attended
- ✓ Best new idea of the month
- ✓ Best recipe shared



Planning a Manager Team Meeting

 <p><u>Inform</u></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Update Consultants on new products, promotions, etc.</i> <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
 <p><u>Recognize</u></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Provide recognition to your Consultants.</i> <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
 <p><u>Motivate</u></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Create friendships among the Consultants on your team.</i> <input type="checkbox"/> <i>Create an atmosphere that builds team spirit.</i> <input type="checkbox"/> <i>Provide challenges that foster friendly competition.</i> <input type="checkbox"/> _____ <input type="checkbox"/> _____
 <p><u>Train</u></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Address areas needing improvement.</i> <input type="checkbox"/> <i>Conduct specialized training.</i> <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
 <p><u>Inspire</u></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Communicate the benefits.</i> <input type="checkbox"/> <i>Set Team Goals.</i> <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____



Power of Your Expectations

Are successful Tupperware Consultants born or created? On one hand, there are those who say you can spot a winner as soon as they walk into the first Team Meeting because they have the desire to succeed. On the other hand, most Managers will tell you about a superstar on their team they were sure wouldn't make it past the first party. Then there are those you least expect to succeed who soar when you help them just a little.

So how do you know the difference? The answer, say top leaders, **is that you don't**. When a person joins Tupperware, you must see them as a potential winner. You can't make up your mind ahead of time. Assume that person is a diamond in the making and then help the Consultant become one. Here's how you can use the power of your expectations.

- **Believe in yourself first! Sell yourself on your abilities, expectations and accomplishments.** If you have expectations of another person, you must have expectations of yourself as well. The new Consultant has to know that what you are asking her to do, you've done yourself. What you believe about yourself will influence what you believe about your Consultants.
- **Meet with each Consultant one on one to explain expectations for them and to sell them on your belief of them.** Consultants, more often than not, do what they believe they are expected to do. Remember, Consultants will not be motivated to achieve high performance levels unless they consider your expectations to be realistic and achievable. The first place you explain expectations is during the Welcome Training. You'll continue to reinforce these expectations throughout all of their training opportunities.
- **Believe in all your Consultants.** Your belief is conveyed through a tone of voice, a look in the eyes, your expectations, your actions. You must sincerely believe with your whole heart that everyone has a talent for this business. Everyone has the potential to be a Manager until they show you otherwise by their commitment and actions.
- **Inspect what you expect.** If you set expectations and don't follow through on them, then it's worse than having no expectations at all. Always build in some form of accountability – set a time or place when the Consultant can tell you the results of her efforts. If you work hard to establish expectations and then you let them go, it's hard to bring them back up again.
- **Expect success!** Your goal is to create an environment, an attitude, a process where the spirit of your Consultant team becomes a lasting desire to achieve. It is an ongoing process to be sure – you'll be coaching expectations, beliefs and activities every day! Remember, your expectations are the key to your team's achievements.



How to Create a Motivated Team

Remember these four “truths” about motivation:

- ❖ Motivation is internal.
- ❖ All people are motivated, but they do things for their own reasons – not yours.
- ❖ Money isn’t everything. Achievement, recognition, advancement, interest, and responsibility are equally or more important.
- ❖ As a leader, you can create an environment that fosters personal motivation in others.

10 Tips for Building a Motivated Team

1. Create a compelling vision for your team.
2. Get to know each team member individually.
3. Provide each person with increasingly challenging goals, but watch for signs that they’ve reached their limit.
4. Provide opportunities for each person to show her/his strengths.
5. Coach and guide each person in areas in which they are weak.
6. Give immediate recognition for performance – praise in public, coach in private.
7. Praise your team in front of other people.
8. Thank your team whenever you receive recognition.
9. Involve your team in decisions whenever possible.
10. Listen and learn from your team.

Recognition is Powerful When ...

- ❖ It is given for a specific accomplishment.
- ❖ It recognizes someone for who they are.
- ❖ It honors someone for what they did.



The Manager as “Cheerleader” – 99 Ways to Say “Well Done!”

1. You're right on track now!
2. You're doing a good job!
3. You did a lot of work today!
4. That's RIGHT!
5. Now you have the hang of it!
6. That's the way!
7. You're really going to town!
8. Now you have it!
9. Nice going!
10. That's coming along nicely!
11. That's GREAT!
12. You did it that time!
13. GREAT!
14. FANTASTIC!
15. TERRIFIC!
16. Good for you!
17. GOOD WORK!
18. EXCELLENT!
19. Good job (name)!
20. You outdid yourself today!
21. That's a good one!
22. That's the best you've ever done!
23. Good going!
24. Keep it up!
25. That's really nice!
26. Knew you could do it!
27. Keep working on it!
28. You're doing beautifully!
29. You're really working hard today!
30. That's the way to do it!
31. Nothing can stop you now!
32. You've got it made!
33. You've got your brain in gear today!
34. You've performed beyond our expectations!
35. Superb!
36. WONDERFUL!
37. You're very good at that!
38. You're learning fast!
39. You should be proud of yourself!
40. You certainly did well today!
41. That's good!
42. You're a winner!
43. That's the way to do it!
44. You're really learning a lot!
45. That's better than ever!
46. That's quite an achievement!
47. THAT'S IT!
48. MARVELOUS!
49. PERFECT!
50. FINE!
51. Way to go!
52. That's IT!
53. You figured that out fast!
54. You remembered!
55. You're really improving!
56. You've got it now!
57. Well, look at you go!
58. You've got that down pat!
59. TREMENDOUS!
60. OUTSTANDING!
61. You should like that!
62. Couldn't have done it better!
63. You did that very well!
64. CONGRATULATIONS!
65. You're getting better every day!
66. That was first class work!
67. Now, that's what's known as a fine job.
68. That kind of work makes me happy.
69. Right on!
70. SENSATIONAL!
71. That's the best ever.
72. You haven't missed a thing!
73. You're a pleasure to work with.
74. You really make my job fun!
75. You must have been practicing!
76. You've mastered that!
77. Extraordinary!
78. Ingenious!
79. I'm proud of you!
80. MAGNIFICENT!
81. Radical!
82. You really put yourself into that!
83. Nobody does it better.
84. Now you're talking!
85. AWESOME!
86. You did a fine job!
87. Remarkably well done!
88. You should be a Manager!
89. WOW!
90. Keep up the good work!
91. Good for you!
92. Good thinking!
93. Exactly right!
94. SUPER!
95. Nice going!
96. You make it look easy!
97. No one has done it better!
98. I'm proud of the way you worked today.
99. One more time and you'll have it!



The Manager as “Cheerleader” – What Message Are You Sending?

Negative Recognition

You are your Consultant’s biggest fan and cheerleader so you will always want to be aware of the messages you are sending. Make sure you don’t unintentionally send a negative message.

1. Ignoring someone.
2. Not answering questions.
3. Not answering/returning phone calls.
4. Not listening when someone is talking.
5. Not taking someone seriously.
6. Being late for a meeting.
7. Negative “teasing.”
8. Interrupting.
9. Patronizing (giving insincere compliments).
10. Comparing someone to another person.
11. Using demeaning words: “Nice little job.” “Every little bit helps.”
12. Repeating the same praise to person after person after person.
13. Having “pets” on your team.



Build the People Action Plan

Complete these activities to set the foundation for long-term success as a Tupperware Manager

My Next Career Goal _____ My Target Date _____

<p>Share my goal with my team!</p> 	<p>Conduct a 3-way dating call with my newest Consultant!</p>	<p>Speak with each Consultant this week.</p> 
<p>Conduct a 3-way interview with recruit lead for one of my Consultants.</p>	<p>Make sure every party I held was a Training Party for one of my Consultants.</p> 	<p>Hold a Grand Opening Party for my newest Team Member!</p>
<p>Schedule consistent Weekly Connect Call times with each Consultant.</p> 	<p>Review my goal and action plan with my Director.</p> 	<p>Send a "Well Done" Thank You note to each Consultant on my team!</p> 

I attended the Build the People Workshop

Please present me with my
Certificate of Achievement.

Manager's Signature

Director's Signature

My team has 10+ Parties dated into the next 2 weeks

I would like to claim my reward.

Manager's Signature

Director's Signature

I held 3 parties this week!

I would like to claim my reward.

Manager's Signature

Director's Signature

I called each Consultant before and after their party

I would like to claim my reward.

Manager's Signature

Director's Signature



I maximized my royalties with 3 PQRs this month

I would like to claim my reward.

Manager's Signature

Director's Signature

I conducted a kit issue with my new Consultant

I would like to claim my reward.

Manager's Signature

Director's Signature

I set up weekly connect calls with each of my Consultants

I would like to claim my reward.

Manager's Signature

Director's Signature

I held 5 opportunity interviews this week

I would like to claim my reward.

Manager's Signature

Director's Signature

