



Leader's Guide: New Manager Orientation

The goal of this lesson is to:

Familiarize the new Manager with the benefits of being a Tupperware Manager and define the expectations and business activities that will contribute to a growing successful business.

By the end of this class, participants will be able to:

- Describe the Manager Career Opportunity benefits and rewards.
- Determine and calculate the income potential of a Manager and Star Manager.
- Explain the Tupperware Manager's role and expectations.
- Explain the qualifications to receive royalty commissions and maintain the Manager title.
- Recognize the importance of the 1-2-3 Success Plan and incorporate dating, selling, recruiting and team activities needed to be a successful Manager.
- Locate and use the available resources.

Materials:

- Name tags (1 per participant)
- New Manager Orientation Workbook (1 per participant)
- Table-top flip chart (or easel with flip chart paper) and markers (optional)
- Compensation Plan Chart (1 per participant, not included)
- Calculators (1 per participant)
- Dream Driver Car & Cash Program Chart (1 per participant, not included)
- Dreaming of Royalty Fact Sheet (1 per participant, not included)
- New Manager Orientation PowerPoint slides (optional)
- Stocked Feedback Bowl (optional)
- Certificate of Achievement (1 per participant) *printed on cardstock*

Notes to the Leader:

- This class is designed for the new Manager who has recently stepped into royalty. Although you can invite prospective Managers to this orientation, the attendees should have already participated in a Dream Interview.
- The New Manager Orientation can be used solely or as a preliminary introduction to a Manager Workshop or Retreat.
- The Lesson is designed for a small group of 3 to 5 new Managers and 90 – 120 minute delivery time.



Lesson At-a-Glance

As the Learning Facilitator, once you're familiar with the details of the lesson plan, you can refer to this overview (which includes workbook and slide references) and the workbook as your reference when you facilitate the training. The slides and flipcharts are optional but can reinforce the learning points. Suggested duration times for each major topic are noted on this at-a-glance; refer to the Lesson Outline for detailed timing.

Reference Key: workbook handout slide flipchart props/support

Step	Topic	Description	Duration	Visuals/Handouts
1	Opening	Welcome attendees Conduct Introductions Review objectives	5 minutes	Workbook 1 1 - 3
2	Benefits and Rewards	Activity: Benefits of the Manager Opportunity Summarize Benefits Review Terms and Definitions Activity: Income Potential Manager and Star Manager Introduce Dream Driver/Cash Program Review How and When Paid	20 minutes	2 - 4 4 - 8 <i>My Manager "Why"</i> Compensation Chart Dream Drivers Chart Dreaming of Royalty Fact Sheet
3	Success Characteristics and Activities	Activity: Brainstorm Consultant Success Characteristics Activity: Brainstorm Consultant Success Activities Activity: Brainstorm Leadership Qualities Activity: My Leadership Potential Assessment Introduce the Manager Cycle of Success Activity: Brainstorm Manager Activities Summarize Manager Activities	15 minutes	5 - 9 9 - 15 <i>Consultant Characteristics</i> <i>Consultant Activities</i> <i>Leadership Qualities</i> <i>Manager Activities</i>
4	Qualifications and Expectations	Review Qualifications and Expectations	10 minutes	10 16 - 17
5	1-2-3 Success Plan & Dating and Recruiting Success	Review of the 1-2-3 Success Plan Introduce ideas for easier Dating and Recruiting	15 minutes	11 - 12 18 <i>Success Math</i>
6	Support Tools and Resources	Review support and resources available	15 minutes	13 19
7	Lesson Review and Feedback	Review the key points and ask for feedback	5 minutes	20 Feedback Bowl
8	Challenge/Action Plan	Set next career goal & formulate action plan	5 minutes	14 - 16 21



	Review challenge requirements		Certificate
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Lesson Outline

Reference Topic

My Notes

Slide 1

1. Opening

Welcome Attendees (1 minute)

- Start by welcoming the participants to the New Manager Orientation.
- Congratulate them for having reached this milestone in their Tupperware career.
- Reinforce their decision to step up to Manager with words of encouragement.

Conduct Introductions (3 minutes)

pg. 1

- Refer participants to **WB page 1** and explain the Introductions by asking each participant to share their

Slide 2

- name,
- length of time in Tupperware,
- team name and why they selected it.
- Call for volunteers to begin the introductions. The introduction should be about 1 minute each.
- Thank each Manager for sharing.
- Give your Tupperware I-Story if there are any attendees you have not met before the class.

Review Objectives (2 minutes)

pg. 1

- Explain that the goal is to provide a foundational understanding of what it means to be a Tupperware Manager that will be built upon in later classes.
- Review the objectives on **WB page 1**. By the end of the class, the new Managers will be able to:

Slide 3

- Describe the Manager Career Opportunity benefits and rewards.
- Determine and calculate their income potential as a Manager and Star Manager.
- Explain the Tupperware Manager’s role and expectations of the Manager.
- Explain the qualifications to receive royalty commissions and maintain the Manager and Star Manager title.
- Recognize the importance of the 1-2-3 Success Plan and incorporate dating, selling, recruiting and team activities needed to be a successful Manager.
- Locate and use support materials and resources.



Reference	Topic	My Notes
pg. 2	2. Benefits and Rewards	
Slide 4	Activity: Benefits of the Manager Opportunity (3 min.)	
My Manager "Why"	<ul style="list-style-type: none"> Introduce the benefits of becoming a Manager by asking each participant to: <ul style="list-style-type: none"> Reflect on why they became a Manager. Write their answer on WB page 2 in the "I stepped up to Manager because..." section. Share their "why" with the group and record other participants' "why's" in the "Benefits of the Manager Opportunity" section. Call for volunteers to begin the responses. The responses should be about 1 minute each. Record answers on the flip chart. 	
pg. 2	Summarize Benefits (2 min.)	
Slide 5	<ul style="list-style-type: none"> Refer participants to "Tupperware Opportunity Offers..." section on WB page 2 as you summarize the benefits using the five "F" model: Flexibility, Fun, Financial Freedom, Family and Friends. Emphasize that needs vary and may be different from than their own, so don't prejudge when offering the opportunity. Transition to Terms and Definitions emphasizing that Managers do more than Consultants and receive more in terms of economic benefits and rewards. 	
pg. 3	Review Terms and Definitions (3 min.)	
Slide 6	<ul style="list-style-type: none"> Set up the next activity by explaining that before they review a Manager's potential income, they need to make sure they understand some important terms. Refer participants to WB page 3 as you review the terms and definitions, emphasizing the terms needed for calculating their compensation payment. 	
Compensation Chart	3. Hand out the Compensation Chart and explain that this reference chart outlines the requirements to achieve, receive and maintain each career level and will be used during the next activity.	
pg. 4	4. Refer participants to the Manager Income Example on WB page 4 as you explain the example using 2 parties per week and no PQR for the month.	



Reference	Topic	My Notes
pg. 4 Slide 7	<p>Activity: Income Potential Manager & Star Manager (10 min.)</p> <ul style="list-style-type: none">• Refer the Managers to WB page 4 as you explain that the first part of the activity is to calculate the potential monthly income as a Manager with 8 parties and 2 team parties for the month (US-\$450/CA-\$550) and 3 PQRs. Have the participants refer to the Compensation Chart for royalty percentages as a Manager.• Explain that part 2 of the activity is to repeat the steps to determine the potential monthly income as a Star Manager with 8 personal parties, 4 team parties and 3 PQRs.• Debrief the activity by asking the participants to share what they learned.• Emphasize that when they help others be successful, their royalties increase and their paychecks increase.• Have each participant write what they would like their monthly paycheck to be on WB page 4. If time permits, have each share their paycheck goal.• Remind them that there is a quick way to determine the potential income at any time by viewing the Earnings Estimator in My Sales.	
pg. 4 Slide 8	<p>Introduce Dream Driver/Cash Program (2 min.)</p> <ol style="list-style-type: none">5. Hand out the Dream Driver Chart and briefly explain the program, emphasizing the cash at Star Manager level and how to qualify to enter and receive.6. Hand out the Dreaming of Royalty Fact Sheet which summarizes the qualifications and potential income to use as their reference.	
Dream Driver Chart Dreaming of Royalty Fact Sheet	<p>Review How and When Paid (2 min.)</p> <ol style="list-style-type: none">7. Encourage Direct Deposit by explaining the benefits.8. Review the timing of the Monthly Compensation Payment.9. Explain they can view previous months in My Sales.10. Answer any questions they may have regarding their income and payment.	



Reference

Topic

My Notes

3. Success Characteristics and Activities

Activity: Consultant Success Characteristics (2 min.)

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📄 Slide 9

☐ Consultant Characteristics

- Explain the brainstorm activity by directing the participants to **WB page 5** and by asking the participants to answer the question, "What are the characteristics of a successful Consultant?" Let them know they may reflect on their own experience as well as other successful Consultants they know.
- Lead the brainstorm by providing an example such as "determination" or "focus." Record their answers on the flip chart.
- Recap the list adding the following if they are not mentioned:
 - *Determination*: The driving force within you that makes you want to achieve.
 - *Consistency*: The quality that speaks of regular performance.
 - *Focus*: The ability to act on those activities that bring success.
 - *Leadership*: The quality that sets people apart because they are the pace-setters and the role models.
- Encourage the new Managers by explaining they will grow into these qualities. Nobody knows everything from the start.

Activity: Consultant Success Activities (2 min.)

📖 pg. 5

📄 Slide 9

☐ Consultant Activities

- Refer participants to **WB page 5** and lead a discussion on the activities of a successful Consultant. Answers should include: dates, party plans, demonstrates, provides customer service, recruits and attends Team Meeting, etc.) Record answers on the flip chart.
- Refer Managers to **WB page 6** as you explain that these are the activities of the Consultant's Cycle of Success: date, plan, sell, provide service and recruit.
- Ask the Managers to write "personal" in the blank above the word Leadership in their workbook as you explain that a successful Tupperware Consultant is concerned with their personal leadership.

📖 pg. 6

📄 Slide 10

Activity: Brainstorm leadership qualities (2 min.)

📖 pg. 7

📄 Slide 11

☐ Leadership Qualities

- Lead a brainstorm on leadership by asking the participants to answer the question in the **WB page 7**, "What are the qualities of a leader?" The goal of this exercise is to check their understanding of leadership.



Reference

Topic

My Notes

- Record their answers on the flip chart recapping the list and adding any characteristics you feel are missing.
- Emphasize the importance of being a role model. The best way to train a new Consultant is through your example. Remember to show – don't tell.

Activity: My Leadership Potential Assessment (3 min.)

📖 pg. 7
📄 Slide 12

- Explain the "My Leadership Potential Assessment" on **WB page 7** and ask Managers to complete the assessment. The goal of this exercise is to provide the Manager with an awareness of their leadership strengths as well as areas of opportunity for improvement.
- Once they've completed the assessment, ask each participant to share one of their strengths with the group and why they feel that strength is important to them as a leader.

Introduce Manager Cycle of Success (2 min.)

📖 pg. 8
📄 Slide 13

- Explain that as a Tupperware Manager their responsibility extends to their team. So, in addition to the Consultant Cycle of Success activities, Tupperware Managers recruit (team), contact, train, lead and inspire their Consultants.
- Have the participants write recruit (team), contact, train, lead and inspire in the Manager's Cycle of Success diagram in their **WB page 8**. Also have them write "team" above leadership.

Activity: Discuss Manager Success Activities (2 min.)

📖 pg. 9
📄 Slide 14
☐ Manager Activities

- Reinforce that Managers lead by example with their personal leadership continuing the Consultant Cycle of Success of dating, planning, selling, servicing and recruiting.
- Refer to **WB page 9** and lead a discussion on the activities of a successful Manager. Record their answers on the flip chart. Answers should include: *train, coach, lead, etc.* You may get a variety of answers but let them provide the answers. The goal of this activity is to check their understanding of specific Manager activities.

Summarize Manager Activities (2 min.)

📄 Slide 15

- Recap the list adding any activities you feel are missing.
- Emphasize the importance of being a role model doing the activities every day that will lead them to success. These are the activities they expect of themselves and their team. "A leader is as a leader does!"
- Transition to the Manager Benefits and Rewards



Reference	Topic	My Notes
pg. 10 Slides 16 & 17	4. Qualifications and Expectations (10 minutes) <ul style="list-style-type: none">Refer the participants to WB page 10 as you briefly review the “ARM” requirements (Achieve, Receive and Maintain) at Manager and Star Manager levels.Explain that as they advance up the career path, they will be guided by three sets of qualifications.One set of qualifications to achieve the title or status. The second set of qualifications will guide to receive commissions. The third set of qualifications to maintain that career level title.Answer any questions they may have.	
Slide 18 Success Math	5. 1-2-3 Success Plan & Dating and Recruiting Success Review of the 1-2-3 Success Plan (3 min.) <ul style="list-style-type: none">Review the 1-2-3 Success Plan emphasizing that this simple formula will maximize the first two ways to earn income.Remind them to do the “success math.” Ask the participants to answer the following questions, recording the numbers on the flip chart:<ul style="list-style-type: none">If you talk to at least 1 person every day about your Tupperware business, how many people would you talk to in a month? <i>Draw 30 on flip chart.</i>If you’ve spoken to at least 30 people in a month – would it be easy to find at least 2 people a week to host a party?Average party attendance is between 6-8 people. If you had 2 parties a week, how many people would you talk to in one month. <i>Draw 48-64 on the flip chart.</i>So how many people would you talk to in a month? <i>Draw 78 – 94.</i>If you talked to that many people in a month, wouldn’t it be easy to find 3 people who’d be interested in making extra money?	
pgs. 11 & 12	Introduce Tips for Easier Dating and Recruiting (12 min.) <ul style="list-style-type: none">Emphasize that the key to their success is a full datebook and offering the opportunity.Refer the participants to WB pages 11 and 12 for a list of tips and ideas to increase dating and recruiting.	



Reference	Topic	My Notes
pg. 13 Slide 19	<ul style="list-style-type: none">Remind them of the current promotions and challengesAdd any of your own dating and recruiting tips as well.You may want to incorporate fundamental Dating and Recruiting training from the New Consultant Success if needed.	
	6. Support / Tools / Resources (15 minutes)	
	<ul style="list-style-type: none">Refer the participants to WB page 13 as you review the Support / Tools / Resources section of their workbook.If you have connection to the internet and projection capabilities, review the most common My Sales screens that are new to them as Managers.Briefly review each topic highlighting benefits.Add any other resources available to your team.Review your conference call / training / meeting schedule.Answer any remaining questions they may have.	
Slide 20	7. Lesson Review & Feedback (5 minutes)	
	<ul style="list-style-type: none">Key points:<ul style="list-style-type: none">The best method of training Consultants is through personal example and role modelTheir party is their office so do as many business-related activities at "their office" as possible including training new Consultants.The key to their growth is to maintain a full datebook and to ask for recruit leads from their ConsultantsThe key to maximizing their income is to consistently recruit and qualify at least three new Consultants each week.Lesson Feedback<ul style="list-style-type: none">Ask each participant to share one key idea they learned and how they are going to apply it in their business.	



Reference	Topic	My Notes
📖 pgs. 14-15 📄 Slide 21	8. Challenge / Action Plan (5 minutes) <ul style="list-style-type: none">• Ask the Managers to complete the Getting to Know You Worksheets Part 1 & Part 2 on WB pages 14 and 15 as homework and return the completed worksheet to you the next time you meet.	
📖 pg. 16	<ul style="list-style-type: none">• Ask the participants to write down on WB page 16 their next career level goal, target date and 3 specific actions they'll take to reach that goal.• Challenge the participants to share their next career goal and the Dreaming of Royalty Fact Sheet with their family.	
📖 pgs. 17 / 18	<ul style="list-style-type: none">• Refer the participants to the Success Activity in their workbooks on WB page 16 and explain these activities will lead to lasting success as a Tupperware Manager. Explain the reward they will receive if they complete the Activity tic-tac-toe.• If desired, offer a reward for completion of these activities within a one month time frame.• Explain the Activity Reward Coupons (optional) on WB pages 17 and 18 and what they will receive when they complete the activity and redeem the coupon.• Hand out the completed Certificate of Achievement.	