



Overview: How the System Works

The goal of this overview is to:

Familiarize you, the Learning Leader, with the learning components of the New Manager Success System. The goal of the New Manager Success System is to develop new Managers' consistent performance and to inspire new Star Managers and Directors-in-Qualification.

The objectives of this system are to have Managers ...

- Attend "New Manager Orientation" within their first two weeks as Managers.
- Attend additional New Manager Success System classes and additional training at monthly or bi-monthly Leadership Meetings to build personal and team consistency.
- Maintain their success as Managers and inspire them to step up.

Leader's Guide includes:

- Future Manager Agreement – separate from the lessons.
- Leader's Guides for each lesson in the New Manager Success System.
- Reproducible workbooks for each lesson.
- Power Point slides for each lesson.
- Action Plans
- Activity Coupons
- Certificate of Completion (both write-in and type-in versions) for each lesson.

Note: The most up-to-date materials can be found in the My Learning Section of the sales force website under the Manager Development section.

Overview of the Lessons and Objectives:

Lesson 1: New Manager Orientation

- Objectives:
- 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.

Lesson 2: Dream Big and Plan for Success

- Objectives:
- List the 5 Habits of Highly Successful Tupperware Managers,
 - Equate the 21 Manager Success Activities to the 5 Habits,
 - Recognize the importance of having dreams,
 - Turn their dream into business goals using the SMART goal-setting model,
 - Create monthly, weekly and daily action plans to achieve their goals.



Lesson 3: Lead by Example

- Objectives:
- Recognize the importance of their role as a Tupperware Manager as a leader who leads by example.
 - Recognize the importance of their personal party schedule to the success of their team.
 - List the reasons why their party is their office.
 - Become more proficient at dating and handling objections.
 - Incorporate methods and strategies to stay motivated.

Lesson 4: Share the Opportunity

- Objectives:
- Recognize the importance of personal and team recruiting to the continued success of her/his Tupperware business.
 - Recognize the correlation between personal / team party lineup and recruiting.
 - Assess personal recruiting results and determine areas of opportunity to increase recruiting success.
 - Apply the 5 Step Sales Process during the Opportunity Interview and overcome objections by applying LEAP and Feel, Felt, Found.
 - Encourage the reporting of recruit leads by team Consultants and provide opportunities for Consultants to learn about the benefits of and steps to recruiting.

Lesson 5: Build the People

- Objectives:
- Recognize the Manager's role and responsibilities in the orientation and development of a new Consultant
 - List the important elements of proper kit issue, Grand Opening and Training Party
 - Recognize the importance and goals of maintaining weekly contact with team members
 - Conduct productive weekly contact calls providing support and guidance
 - Plan and conduct monthly Team Meetings

Lesson 6: Inspire New Leaders

- Objectives:
- Describe the Director Career Opportunity benefits and awards
 - Explain the qualifications to enter the Director-in-Qualification Program
 - Recognize the benefits of promoting Managers
 - Recognize the reasons why Consultants want to step up to Manager
 - Understand how to identify future Managers
 - List the actions that support a Manager-in-Training
 - Develop an individual Action Plan to qualify to enter the DIQ Program

Notes to the Learning Leader:

- **Key to Success:**
 - Do not underestimate the influence you have as a leader and the power of your expectations of your Managers.
 - All new Managers are expected to participate in all the lessons.



- Established Managers are encouraged to attend to reinforce consistency and as part of their future development as Tupperware Leaders.
 - Encourage any Consultants interested in the Manager Opportunity to attend the New Manager Opportunity class but be sure to follow up with a Dream Interview or workshop with your prospective Manager.
 - Communicate and be consistent with your class schedule regardless of the number of participants who attend. Remember, what you do for the one, you should be prepared to do for the 10 or 100.
 - Encourage attendance by taking roll at each class. Offer a reward for those attending all classes. Business supplies like catalogs and monthly brochures go a long way toward the New Manager's profitability. Be sure to call those who miss a class.
 - Build confidence by including 15-20 minutes of each class on build upon dating and recruiting skills.
- **How to Use the Lessons:**
 - There are six classes which can be facilitated individually or combined into workshops.
 - The lessons should be taught sequentially but can stand on their own.
 - The lessons and any segment of the lessons can be incorporated into training conference calls, webinars and leadership meetings.
- **Facilitation:**
 - Directors and above will be asked to facilitate these classes for the Managers in their organization. New Directors are encouraged to attend their upline's Manager Training classes as "observers" as part of their future development and to ensure they are reinforcing the key behaviors trained to during the classes.
 - The emphasis of each Lesson is on getting participants involved since such involvement will be essential in creating an awareness of the benefits and expectations of a successful Manager. Thus, keep the material that you need to cover as brief as possible and focus on participation and involvement.
 - The effectiveness of your training will rely on your ability to role model skills and behaviors and then allowing your participants the opportunity to practice what they've seen you say and do.
 - Set the tone and be enthusiastic. The participants' motivation is crucial to success, especially for this type of class. Right from the beginning they need to feel that you are enthusiastic about the topic and about them. They also need to feel that this will be a "safe" environment in which to explore and experiment with concepts and practices that may be quite new to them.
 - Set the right tone by having everything set up well in advance so that you can greet the participants as they arrive. Remember, you are role modeling your best behaviors and practices.
 - When you ask for responses and volunteers for activities, be sure to find something positive to say about each contribution and thank each volunteer. If you must question a responses (and you must do so for weak responses or you will lose credibility with the group), offer suggestions instead of criticism. Don't scare away the participation you desire!
- **Venue / Environment:**
 - The lessons can be delivered in a casual setting, such as your home if you are training a small group; therefore, the use of slides is optional.
 - You will want to create a relaxed and open environment to encourage participation and sharing.
 - Keep the refreshments simple – remember you want to make your job look easy.



- **Outlines:**
 - We do ask that you follow the general outlines (incorporating your personal experience) for each class since this is the only way we can determine if the class works as it is designed.
 - If you feel we have drastically missed the boat by not including a particular topic in a class, then by all means add the topic! All we ask is that you make a note of the change on your feedback forms so we can improve the class.
- **Power Point Slides:**
 - Are optional.
 - Used as a visual support if you are in a larger setting or conducting a webinar.
- **Call to Action:**
 - Encourage your Managers to turn knowledge into action by giving a specific challenge at the end of each class. There are suggested calls to action, challenges and activity coupons at the end of each lesson which is supported in the workbooks.
 - Provide a challenge at the end of each class determined by the class topic. You may choose to use the Activity tic-tac-toe sheets and / or Activity Reward Coupons included with each workbook or use your own.
 - We recommend you provide Team Meeting or Rally recognition and a small, business-building gift to each challenge maker.
 - Remember your time is one of the most valuable rewards you can give, costs virtually nothing and has a huge return on your time investment – so think creatively how you can reward your achievers with your time and attention.

Keys to Success Beyond the Success System

Your Managers' success will depend on your support beyond the classes. This takes training, contact, field work and consistent "hand holding." We recommend contact and field activities to support the Manager's development to reinforce and model the key learning points your Managers are learning and support their development. Here are just some suggestions.

- **Contact:**
 - Create a business plan with each new Manager immediately upon promotion and update monthly in a face-to-face Business Contact. It is recommended that the Business Contact take place mid-month to check the current month's progress and set goals for the upcoming sales month.
 - Remain in frequent and consistent contact with your Managers. Remember, new Managers are very insecure and you are the Manager's number one cheerleader.
 - Conduct a coaching phone call each week.
 - Match their efforts with your patience and consistent coaching until confidence is built.
- **Dating Field Activities:**
 - Conduct a Date-a-Thon session.
 - Go prospecting with your Managers and members of the team.
 - Bring two Manager teams together for a five minute dating call competition.
 - Conduct group customer call backs.



o **Party Field Activities:**

Observe Managers conducting Party Planning sessions.

Make spot checks to Hosts with demos in the next two weeks to ensure their party was planned and to offer them the opportunity.

Attend parties and provide feedback.

Conduct Prize Patrols and offer a gift for the Host who has the most guests in attendance.

o **Recruiting Field Activities:**

Conduct promote-up parties to date and recruit for your Managers.

Observe your Managers during an Opportunity Interview.

Use 3-way calling to set up opportunity interviews for your Managers.

Conduct a 3-way Opportunity Interview. After they've listened to, you have them try a few and provide you feedback.

Go friend-finding or tailgating.

Hold an Opportunity Hour at the Manager's home.

Conduct a Prize Patrol and do a brief opportunity presentation at party.

o **Development Field Activities:**

Visit your new Managers' home (if possible) to assess their "home office" and make recommendations.

Observe your new Managers issuing an opportunity kit and provide feedback.

Observe your new Managers' team meeting and provide feedback.

Conduct a 3-way Weekly Connect Call with your new Manager and provide feedback.

Conduct Dream Interviews and allow your new Managers to observe.

Observe your Manager conducting a Dream Interview (when she has ready) and provide feedback.

Ask your Manager to train a segment during your team meeting and provide feedback.