FOR YOUR TEAM · 6.7 MINUTES

THE MONDAY HUDDLE

Play the audio clip (**Romilda-Pierce-Closed-Monday-huddle.mp3**) at your team meeting: Justin asks Romilda how she earns trust over the phone, and she walks through listening to the room, patience, the smile you can hear, and saying “I’m not a salesman” to yourself. Then talk through these three questions.

1. Romilda listens for the background noise, their voice, the TV or a dog barking. What did you hear on your last call, and did it change what you said?

2. “Put a smile on your face before you ever say a word.” Put a mirror on your desk this week. What changes on the calls?

3. Justin’s old boss wouldn’t start the presentation until he got a smile or a laugh. What’s your version of that rule?

From Closed with Justin Jacobs, Season 4, Episode 4.