

Business Builder Program

Unlocking your business performance



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If it's worth doing
again... create a
system for it.

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**Your have to
remember to do it...
or have a system
remind you to do it...**

**A problem is a
project in disguise.**

5 S's of a Growth Business

- Strategy
- Structure
- Service
- Standards
- Systems

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Rituals

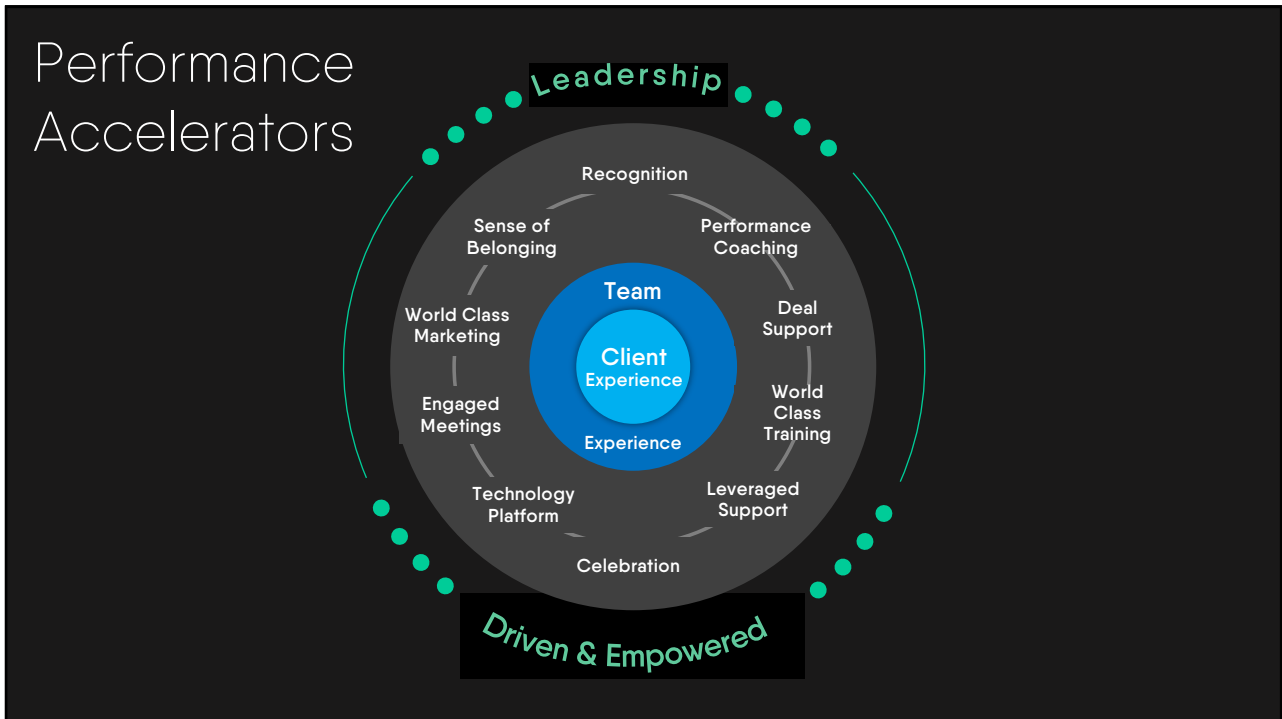
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Display Management

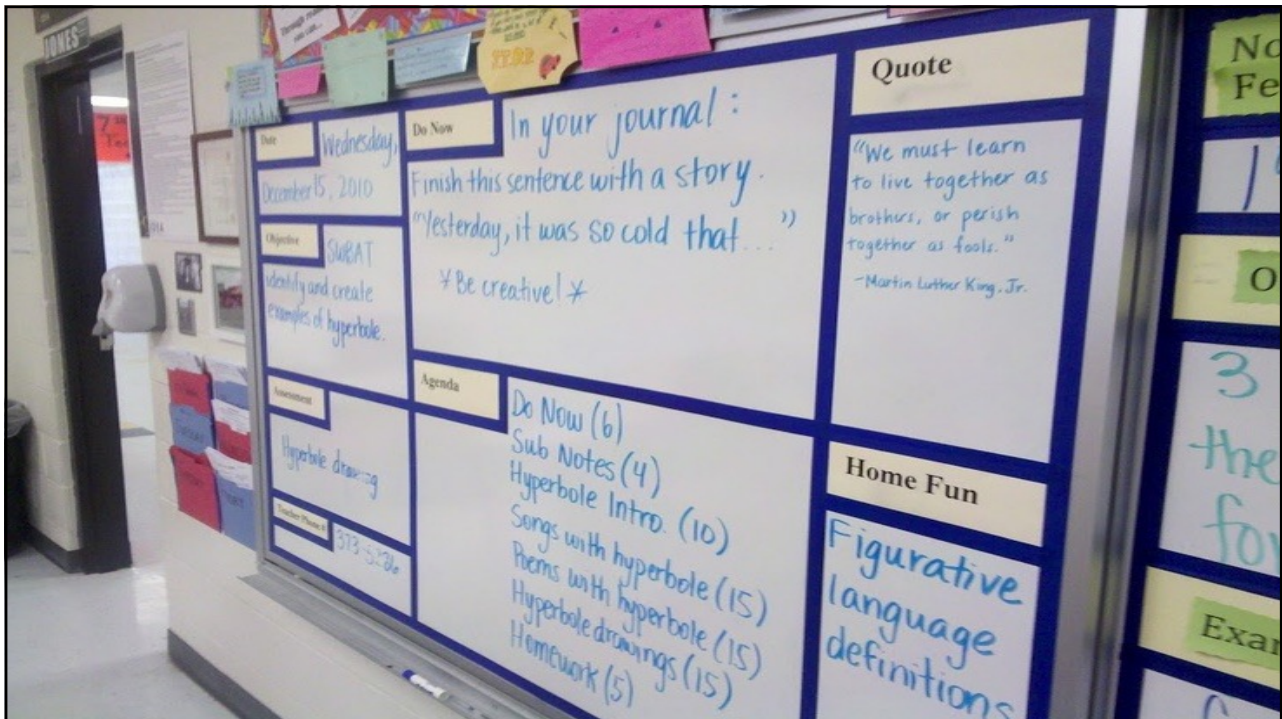
If you're going to play the game...

You better keep score!

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In your journal:
Finish this sentence with a story.
"Yesterday, it was so cold that..."
Be creative!

Quote
"We must learn to live together as brothers, or perish together as fools."
-Martin Luther King, Jr.

Home Fun
Figurative language definitions

Agenda
Do Now (6)
Sub Notes (4)
Hyperbole Intro. (10)
Songs with hyperbole (15)
Poems with hyperbole (15)
Hyperbole drawings (15)
Homework (5)

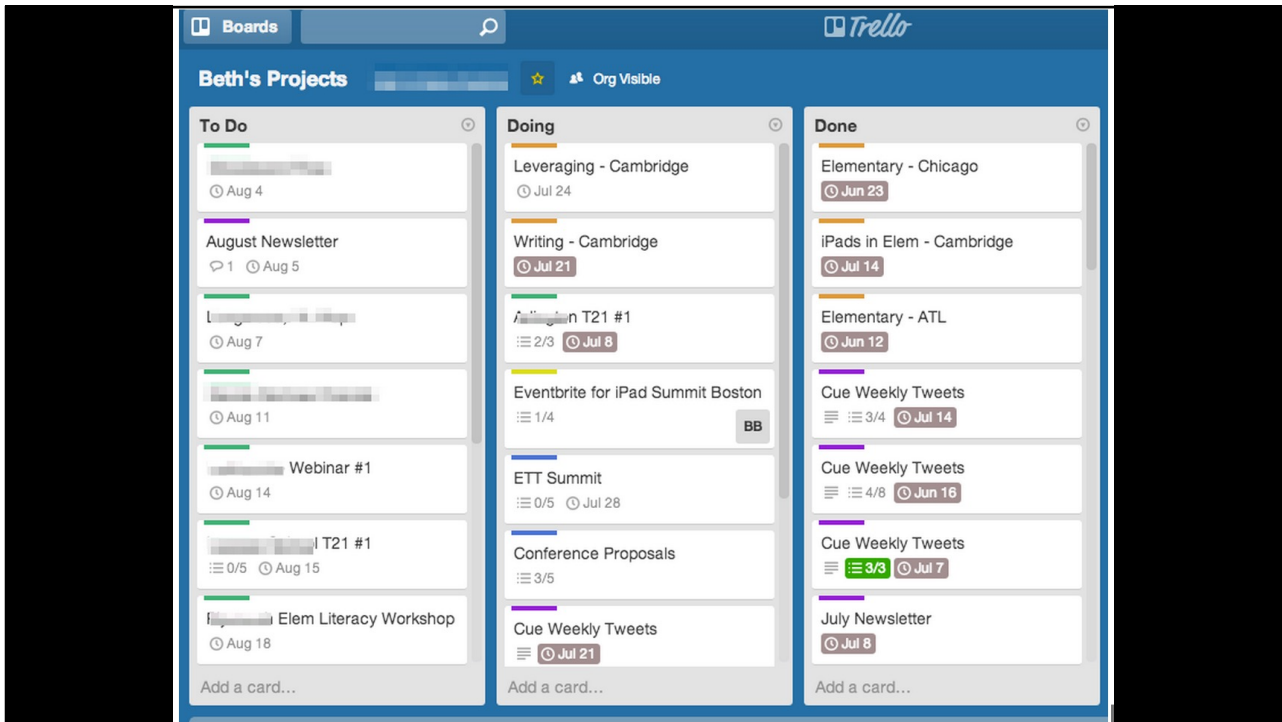
Objective
SWBAT identify and create examples of hyperbole.

Hyperbole drawing

Do Now
Wednesday, December 15, 2010

Teacher Photo
373-5226

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Results Tracker

Team	Pipeline Appointments	Listing Appointments	Listings	Sales
John	● ● ●	● ● ● ● ●	● ● ●	● ●
Sharon	● ●	● ● ●	● ●	● ●
Peter	● ● ●	● ● ●	● ●	●
Sue	● ● ●	● ●	● ● ●	● ●

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Commitment Board

Team	Commitments
John	
Sharon	
Peter	
Sue	

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The WOW Formula

$$E \geq e \times f$$

Experience $\geq$ expectations
 $\times$ frequency

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Moments of...

...truth

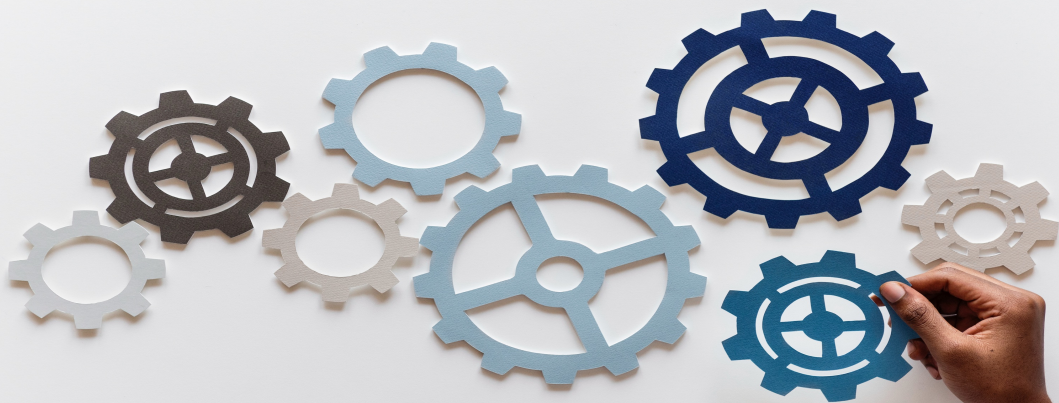
...choice

...opportunity

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What are the
KEY SYSTEMS
we need to be brilliant at?

7 Key Standards/Systems

1. Seller Management
2. Buyer Management
3. Landlord Management
4. Tenant Management
5. Team Management
6. Client Management
7. Community Management

4 Keys to Systems

1. Working ON
2. Innovation
3. Documentation
4. Training

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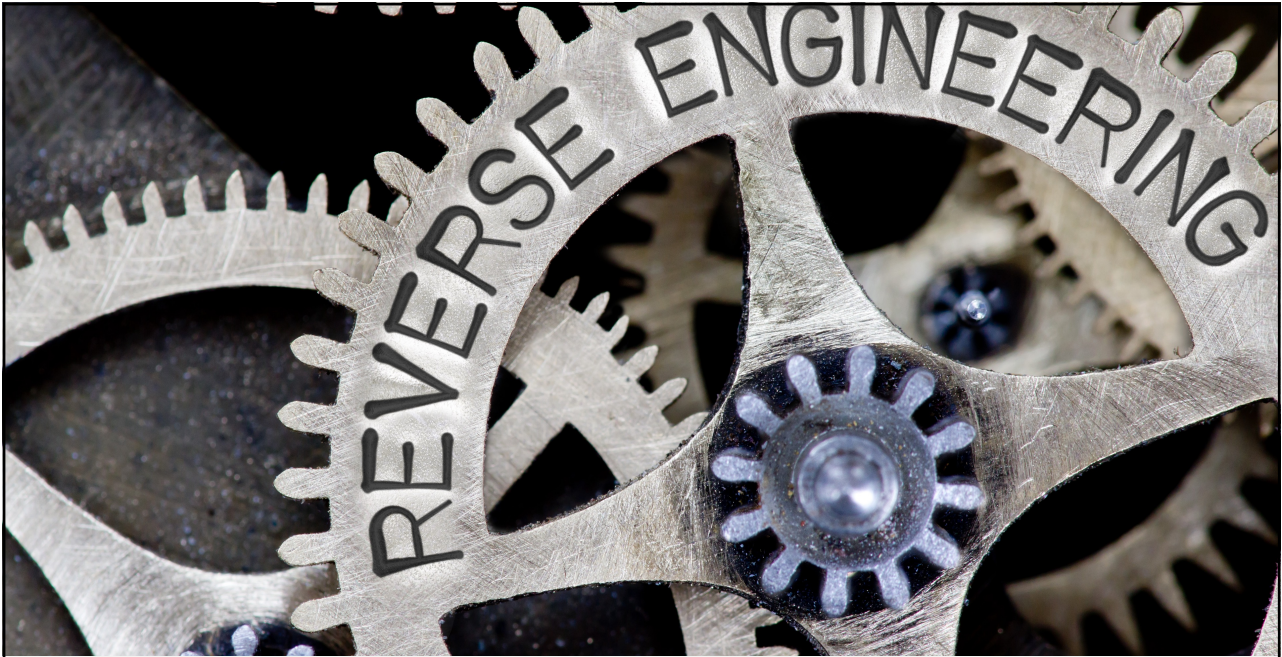
Brilliant Results Business

Sales	Marketing	Team	Service	Finance	Tech	PM	Admin
-Business Growth Strategy -Listing Management Strategy -Seller Management -Buyer Management -COI & Networking Strategy -Prospecting Strategy -Farming Areas -Seller Phone Qualification -Buyer Phone Qualification	-Brand Positioning -PR Strategy & Plan -Property Marketing -Newsletter -Marketing Plan -Email Strategy -Client Nurture	-Hiring Process -Fast Start Strategy -Performance Management -Team Culture Development -Structure -Commission System -Performance Agreements -Training Plan -Meeting Strategy -Assistant Strategy	-Standards of Excellence -Dress Standards -The ---- Way -Client Surveys -Phone & Message Management -Nurture Management Program	-Budgets -Monthly P&L -Cashflow Reporting -Expenses Reporting -Financial Review System	-Internet Strategy -Database -Accounting System -Payroll System -Office Products	-Leasing System -Landlord Management -Tenant Management	-Filing System -Key Management System
				Key Letters	Key Forms		Checklists
				-Pre-listing Kit -Thank you for listing -Thank you for enquiry -Weekly Vendor Update -Settlement Letters	-Buyer Enquiry Form -Vendor Enquiry Form -Open House Form		-Open House -Listing Management Checklist

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Problem → Quick Fix



Could this problem
happen again?

**Root Cause → System
Solution**