

# Call of Duty™



*Carter*  
INSTITUTE

Call of Duty • 2022



# Call of Duty

## Be selective

<b>Business</b>   What do you know about our business?	<b>Clients</b>   What do you know about our clientele?	<b>Role</b>   What do you know about the role and its responsibilities?	<b>Why you</b>	<b>PP</b>   Are you a procrastinator, or perfectionist?
<b>Proud</b>   What achievements are you most proud of?	<b>Passions</b>   What are your passions?	<b>Complaints</b>   How would you handle a complaints that is your fault? Alternatively, someone being difficult?	<b>Empathy</b>   How would you apply empathy?	<b>Initiative</b>   When have you gone above and beyond that has helped your employer?
<b>Disinterests</b>   What tasks disinterest you?	<b>Vulnerability</b>   Where could you improve to do this role even better?	<b>Team player</b>   What components make a good team?	<b>Communication</b>   How responsive, literate, informative and punctual are you?	<b>Organisation</b>   How do you plan, organise and prioritise your tasks?
<b>Self development</b>   How often do you assess, reflect and improve your own work? What do you do?	<b>Group</b>   When have you successfully managed a dynamic group of people?	<b>Patience</b>   When has your patience been tested? How effectively did you regulate your emotions?	<b>Social awareness</b>   When has social awareness helped you support others in the past?	<b>Stress</b>   Can you handle working under pressure?
<b>Finisher</b>   Do you complete tasks you start?	<b>Flexibility</b>   How do you handle last minute changes?	<b>Tech</b>   What software do you use?	<b>Qualifications</b>   What relevant qualification do you hold?	<b>Experience</b>   What relevant experience do you have?

# Setting the bar

Brand standards		
We stand for ...	We aspire to be ...	We communicate ...
We pride ourselves on ...	We are in the business of ...	Our main focus is ...
We don't tolerate ...	We aren't afraid to ...	We never ...

# The power journal

## In 12 months time ...

We are going to ...

Because ...

And not by ....



# Tightening the ship

## The agreements

### I will ...

- I will conduct a call each week for a minimum of 48 weeks out of the year
- I will give a minimum of 7 days notice if I am unable to present
- I will make ample attempts at finding multiple solutions, whilst being transparent to the team and debriefing the appropriate facilitator for an effective handover
- I will respect that the only three conditions the above rule is not applicable is for disease, injury or death.
- I will send my planned monthly call structure a minimum of 3 days prior to months end to be approved for the following month
- I will record all calls that I conduct and upload into the appropriate guides section within the Facebook group
- I will attend each team meeting, unless giving 7 days notice or due to disease, injury or death
- I will attend a minimum of 2 team meetings a month
- I will send an detailed and honest invoice to [STAFF] on a bi-weekly basis
- I will reference [PROGRAM NAME] whenever appropriate

### I won't ...

- I won't repurpose any of the intellectual property from within [PROGRAM NAME]
- I won't slander, discredit or defame [PROGRAM NAME]
- I won't privately contact or initiate conversation with any students for a period of 12 months after parting ways from [PROGRAM NAME]



# Conditionals

## Only when approved

If I am going to work with any clients outside of [PROGRAM] ...

### I will ...

- I will first seek approval from both [NAME]
- I will honour any direct or indirect sale from [PROGRAM] with 10% commission
- I will provide any client a 10% discount for any product or service I offer, unless a prior agreement is in place with [NAME]



# Support Coach

## Report card

**Wins**

**Asktivities**

**Onboarding message**

**Respond to messages**

**Traffic lighting**



# Success Coach

Report card		
Accelerator calls	Feedback with Solutions	Sales



# The Dangling Carrot

Trial	Probe	Onboard	Reward	Pay	Review
<b>Duration</b>  <2 weeks	<b>Duration</b>  2 - 4 weeks	<b>Duration</b>  2 - 4 weeks	<b>Duration</b>  2 - 4 weeks	<b>Duration</b>  12 weeks	<b>Duration</b>  Quarterly KPI's
<b>Process</b>	<b>Process</b>	<b>Process</b>	<b>Process</b>	<b>Process</b>	<b>Process</b>
<b>Outcomes</b>	<b>Outcomes</b>	<b>Outcomes</b>	<b>Outcomes</b>	<b>Outcomes</b>	<b>Outcomes</b>
<b>Remuneration</b>	<b>Remuneration</b>  50% off program	<b>Remuneration</b>  100% off program	<b>Remuneration</b>  Commissions	<b>Remuneration</b>  Payment	<b>Remuneration</b>  Bonuses



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