

# FROM LICENSE TO SUCCESS

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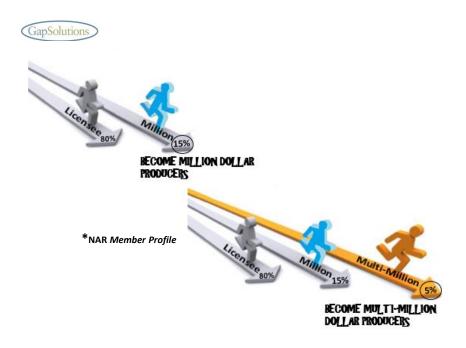
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# IN THE BEGINNING...



\*NAR Member Profile



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# NO AGENT starts their business intent on FAILING!

#### Agent Failure/Success Rate



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Because of the high failure rate, today, we'll look at the reasons why agents fail, and how you can avoid them.

Included in the handout is a <u>step-by-step action plan</u>
to help you implement what we'll cover today.



# What are the 'REASONS' why agents FAIL?



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# 'REASONS' why agents FAIL





# But the 'BASIS' for agent FAILURE:

## not THINKING or ACTING like an

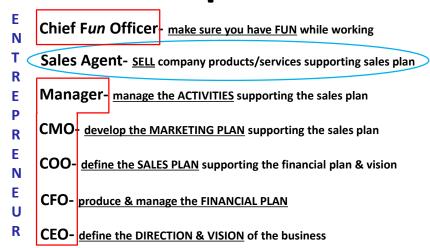
# **Entrepreneur**

a person who owns, organizes and manages a business to make a <u>profit</u>.

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# **Entrepreneur**





If we're going to talk about FAILURE...



we need to define SUCCESS.



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How Do You Define SUCCESS?



# Would You Agree That The Opposite Definition Of SUCCESS would be the definition of FAILURE?

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#### **Workshop Ground Rules:**

#### PLEASE...

- no calls/texts/emails during the workshop
- no leaving the workshop unless an emergency
- participate



# 'REASONS' why agents FAIL



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# Reasons Agents FAIL: THEY HAVE NO FINANCIAL PLAN

- Expenses?
- Break Even?
- Profit?



#### when a business has

# MORE BUSINESS REVENUE THAN EXPENSE = PROFIT

when a business constantly needs

SUBSIDIZED REVENUE

TO COVER <u>EXPENSE</u>

= FAILED BUSINESS

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# Reasons Agents FAIL: THEY HAVE NO FINANCIAL PLAN

Do you know what your **Expenses** are for the next 12 months?

Do you know what your **Break Even** is for the next 12 months?

Have you considered how much **Profit** you want to earn?

Expenses + Profit = INCOME GOAL!



# Reasons Agents FAIL: THEY HAVE NO FINANCIAL PLAN

- What are my expenses?
- What is my break even?
- What is my profit GOAL?

#### SIMPLE EXPENSE BUDGET TEMPLATE

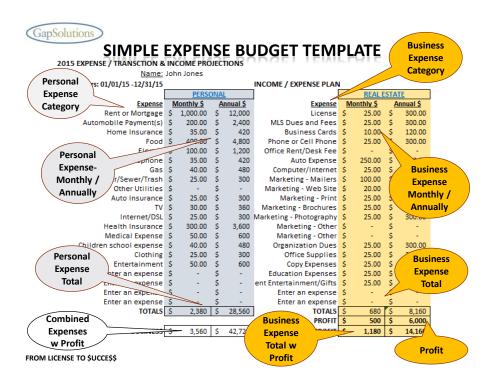
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#### SIMPLE EXPENSE BUDGET TEMPLATE

201X EXPENSE / TRANSCTION & INCOME PROJECTIONS

Name:	Joh	n Jones							
Covers: (00/00/00 -00/00/00					INCOME / EXPENSE	PLAN	N		
	PERSONAL			L			REAL ESTAT	ΓE	
Expense	N	Monthly \$	A	ınnual \$	Expense		Monthly \$	A	nnual \$
Rent or Mortgage	\$	-	\$	-	License	\$	-	\$	-
Automobile Payment(s)	\$	-	\$	-	MLS Dues and Fees	\$	-	\$	-
Home Insurance	\$	-	\$	-	Business Cards	\$	-	\$	-
Food	\$	-	\$	-	Phone or Cell Phone	\$	-	\$	-
Electric	\$	-	\$	-	Office Rent/Desk Fee	\$	-	\$	-
Telephone	\$	-	\$	-	Auto Expense	\$	-	\$	-
Gas	\$	-	\$	-	Computer/Internet	\$	-	\$	-
Water/Sewer/Trash	\$	-	\$	-	Marketing - Mailers	\$	-	\$	-
Other Utilities	\$	-	\$	-	Marketing - Web Site	\$	-	\$	-
Auto Insurance	\$	-	\$	-	Marketing - Print	\$	-	\$	-
TV	\$	-	\$	-	Marketing - Brochures	\$	-	\$	-
Internet/DSL	\$	-	\$	-	Marketing - Photography	\$	-	\$	-
Health Insurance	\$	-	\$	-	Marketing - Other	\$	-	\$	-
Medical Expense	\$	-	\$	-	Marketing - Other	\$	-	\$	-
Children school expense	\$	-	\$	-	Organization Dues	\$	-	\$	-
Clothing	\$	-	\$	-	Office Supplies	\$	-	\$	-
Entertainment	\$	-	\$	-	Copy Expenses	\$	-	\$	-
Enter an expense	\$	-	\$	-	Education Expenses	\$	-	\$	-
Enter an expense	\$	-	\$	-	ent Entertainment/Gifts	\$	-	\$	-
Enter an expense	\$	-	\$	-	Enter an expense	\$	-	\$	-
Enter an expense	\$	-	\$	-	Enter an expense	\$	-	\$	-
TOTALS	\$	-	\$	-	TOTALS	\$	-	\$	-
					PROFIT	\$	-	\$	-
TOTAL PERSONAL + BUSINESS	\$	-	\$	-	With PROFIT	\$	-	\$	-





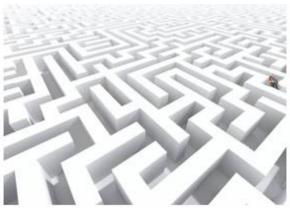
## 'REASONS' why agents FAIL





# Reasons Agents FAIL: THEY HAVE NO

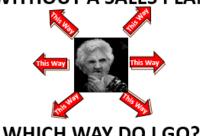
**SALES PLAN** 



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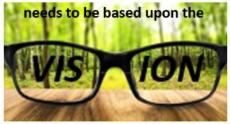
WHICH WAY DO I GO?

A SALES PLANS
GIVES VOU DIRECTION

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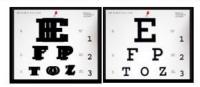


Your SALES PLAN



you have for your business.

just like when an Optometrist changes lenses to bring clarity to eyesight...



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# **VISION**

brings *clarity* to your business.



## Reasons Agents FAIL: THEY HAVE NO **SALES PLAN**



#### What is my VISION of my business?

- What does my business look like in 3 years?
- What does my business look like in 1 year?

## Sales Plan supports

#### WHAT do I NEED to do?

- What are my Goals?
- What are my Sales Projections which support my goals?

#### **HOW will I do WHAT must be done?**

# includes

- Sales Plan What are the Sales Objectives & Strategies supporting my projections?
  - What are the Sales Tactics that bring the strategies to life?

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## **SALES PROJECTIONS**



#### TRANSACTION & INCOME PROJECTIONS

Enter average transaction amount	\$0
Enter average transaction percent	0.00%
Enter your split percentage	0.0%
Your average commission per transaction is {	\$0

#### CLOSING TRANSACTION REQUIREMENT

# Annual Closings Needed / Annual Expense #DIV/0
Rounded Up

RE Sales Cycles	
% business Nov	0.0%
% business Dec	0.0%
% business Jan	0.0%
% business Feb	0.0%
% business Mar	0.0%
% business Apr	0.0%
% business May	0.0%
% business Jun	0.0%
% business Jul	0.0%
% business Aug	0.0%
% business Sept	0.0%
% business Oct	0.0%
Must equal 100%	0.0%

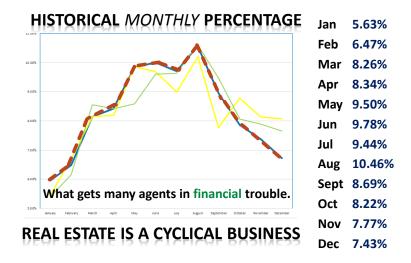
Monthly Cash Flow:		Expenses	Income	٧	/ariance
January	\$	-	\$0	\$	-
February	\$	-	\$0	\$	-
March	\$	-	\$0	\$	-
April	\$	-	\$0	\$	-
May	\$	-	\$0	\$	-
June	\$	-	\$0	\$	-
July	\$	-	\$0	\$	-
August	\$	-	\$0	\$	-
September	\$	-	\$0	\$	-
October	\$	-	\$0	\$	-
November	\$	-	\$0	\$	-
December	\$	-	\$0	\$	-
Total		\$0 \$	-	\$	-

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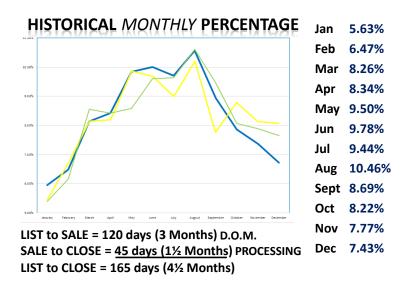
# **IMPORTANT DETAILS**





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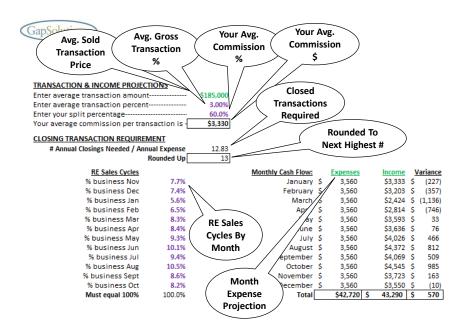


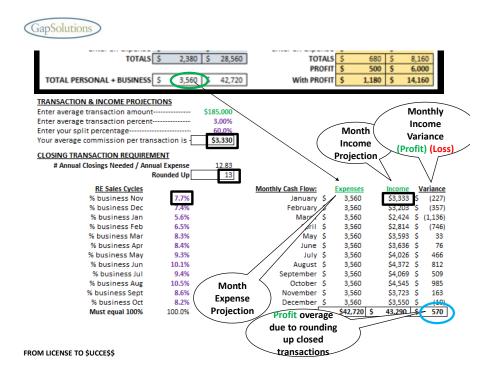






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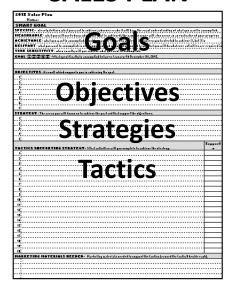




## A SALES PLAN INCLUDES



## **SALES PLAN**



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# Goal a <u>Planned Outcome</u> Supporting what you want to accomplish.

2015 Sales Plan
Name: John Jones
SMART GOAL
SPECIFIC: clearly defines what you want to achieve; whoever reads it will have the exact understanding of what you want to
MEASURABLE: what you will use to know when your goal is achieved; the same measure will also serve as an evaluator of your
ACHIEVABLE: what you want to accomplish is not too easy or to hard to achieve; it requires you to stretch to achieve it, but it is
RELIVANT: what you want to accomplish is very important and meaningful enough to you that you will do whatever activities are
TIME SENSITIVITY: when exactly will you achieve what you want to accomplish.
GOAL ① ③ ④ ⑤ What specifically to accomplish between January 1 & December 31, 2015.
Between January 1 and December 31, 2014 I will be paid \$80,000 in sales commission.

- Financial
- Education
- Career
- Personal



# Objective <u>FOCUS</u> TO ACHIEVE THE GOAL.

OBJECTIVES- A result which supports you in achieving the goal.
1 Close 14 listings at an avg. of \$185,000.
2: List 23 properties at an avg. of \$197,000.
3 Complete 92 listing presentations- avg. 4 presentations to 1 listing taken.
4: Close 9 sales at an avg. of \$185,000.
5;Sell 11 properties at an avg. \$185,000.
6:Show 88 properties- avg. 8 showings to 1 sale.
7

- List 23 properties at an average of \$197,000
- Close 14 listings at an average of \$185,000
- Sell 11 properties at an average of \$185,000
- © Close 9 properties at \$185,000

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# $\begin{tabular}{ll} \textbf{Strategy} & \underline{\mathsf{how}} & \texttt{you} & \texttt{will} & \texttt{achieve} & \texttt{the objective}. \\ \end{tabular}$

STRATEGY- The areas you will focus on to achieve the goal and that support the objectives.
1 FSBO
2 Expired
3:Farm 250 contacts every 60 days
4:Personal promotion through social media
5

- FSBO
- Expired
- Farming
- Social Media



# **Tactic** AN <u>ACTIVITY/ACTION</u> THAT MUST BE DONE TO ACHIEVE A STRATEGY.

TACTICS SUPI	PORTING STRATEGY- What activities will you complete to achieve the strategy.
	th for new FSBO daily
2 Develo	my listing presentation
3 Develo	o a contact and follow up process
4 Contact	3 new FSBO daily (Monday- Thursday)
5 Researc	th new Expired daily
6 Contact	3 new Expired daily (Monday- Thursday)
7 Determ	ine my farm contacts
	o farm newsletter- consider a BLOG
9 Develo	o a business Facebook Page
10	

- Research new FSBO daily
- Develop my listing presentation
- Develop a contact & follow up process
- Contact 3 new FSBO daily (Monday-Thursday)
- Ftc.

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## **NEED A SALES PLAN TEMPLATE?**

- Broker/Manager
- Internet



# AN ADDED BENEFIT TO HAVING SALES & FINANCIAL PLANS

#### 1. MANAGE YOUR BUSINESS or it will manage you!

You will know how many listings & sales you must produce to achieve your goals...and what you will focus your activities on to produce those listings & sales. **SELF-MOTIVATING** 

# 2. HELPS YOU BALANCE BUSINESS & PERSONAL TME EFFECTIVELY!

Time Management Class – over 80% of respondents give up personal time for business.

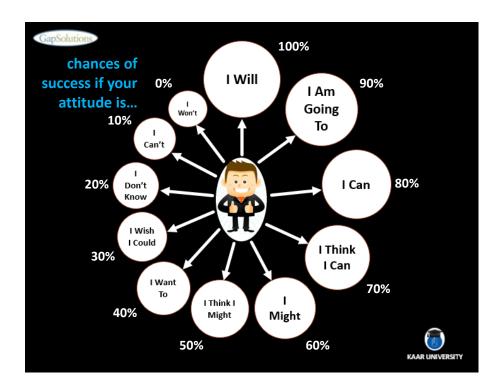
#### 3. HELPS HAVE A SUCCESS ATTITUDE!

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# Which of these statements immediately comes to your mind regarding your current attitude of succeeding in RE Sales?

□ I Will
□ I Am Going To
□ I Can
□ I Think I Can
□ I Might
□ I Think I Migh
□ I Want To
□ I Wish I Could
□ I Don't Know
□ I Can't
□ I Won't





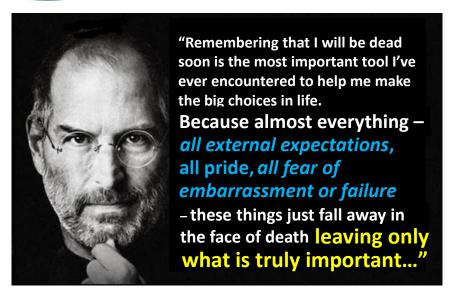
Surround ourselves with optimistic friends and associates
Read inspirational stories
Allow personal time to relax
Exercise (releases endoriums)
Put tasks, challenges or problems in perspective (Steve Jobs)

### What Can We Do To Help Us Have A Positive Attitude?

Record & Celebrate your successes Never, NEVER, go to bed with a negative mindset Have an "uplifting" buddy

## **IMPLEMENT your SALES PLAN**

### GapSolutions



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## Reasons Agents FAIL: THEY DON'T INVEST IN THE RIGHT PROFESSIONAL DEVELOPMENT

Chief Fun Officer- make sure you have FUN while working

Sales Agent- SELL company products/services supporting sales plan

Manager - manage the ACTIVITIES supporting the sales plan

CMO- develop the MARKETING PLAN supporting the sales plan

COO- define the SALES PLAN supporting the financial plan & vision

CFO- produce & manage the FINANCIAL PLAN

CEO- define the DIRECTION & VISION of the business

## As a real estate Entrepreneur

**Chief Marketing Officer** 

**MARKETING SKILLS** 

property promotion,

market analysis

branding, self promotion

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**Chief Executive Officer** 

**Chief Operations Officer** 

**BUSINESS SKILLS** 

strategic planningdirection/vision, goals, sales plan, technical

RE subjects, e.g.

contracts, mortgage instruments

Every skill can be developed!

What skills do you need additional training to develop?

**Sales Manager** 

**MANAGEMENT SKILLS** 

planning and organizing activities, delegating, recruiting sellers & buyers, time management Sales Agent

**SALES SKILLS** 

prospecting, identifying need, presentation, showing property, closing, handling objections

analysis

**Chief Financial Officer** 

**FINANCE SKILLS** projections, budgeting,

income & expense



## 'REASONS' why agents FAIL



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# Reasons Agents FAIL: THEY DON'T DIFFERENTIATE THEMSELVES



**HOW DO YOU DIFFERENTIATE YOURSELF?** 



#### Success DIFFERENTIATORS

- Have a Client Database of Names, Addresses, Phone #'s & Other Information. (Contact Management System)
- Schedule Time Weekly to Communicate With Your Clients/Contacts.
- ▼Know Resources to Generate a Continuous Flow of Sellers/Buyers.
- Use a Listing Presentation Including a Packet of Listing Forms. Easily Customized to Educate the Seller...
  - How to help the seller achieve their selling goals.
  - Properly pricing the property to sell.
  - Marketing Plan- how you will sell the property.
  - How you add value- the WOW factor.
- Have a Buyer Presentation Including a Packet of Buyer Forms. Easily Customized to Educate the Buyer...
  - How you help the buyer achieve their buying goals.
  - How you add value- the WOW factor.

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#### **Success DIFFERENTIATORS**

- Master Seller/Buyer/Investor Selling Scripts.
- Be Prepared to Answer the Common Seller/Buyer Objections.
- Use an *Effective* Time Management System.
- Have Common Letters 'Standardized' to Avoid Needing to Create an Original Every Time You Communicate With Your Prospects/Clients.
- ▼ Know Your Market, & Your Competition's Strengths/Weaknesses.
- Be Financially Prepared for Success.
  - Have an Expense Budget.
  - Have a Profit Goal.
  - Have a Financial Management System to guide you in managing income through the RE cycles & includes Wealth Building.



#### Success DIFFERENTIATORS

- Have a Sales Plan That Includes Your Goals, Strategies, & Tactics. The Plan...
  - Supports the vision you have for your business.
  - States how you will achieve your business goals.
  - Builds your business based on customer satisfaction and referrals.
  - Be sure it's part of a greater Career Plan. CONSIDER DEVELOPING A
    CUSTOMER FEEDBACK
    SURVEY.

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- Have a Client Database of Names, Addresses, Phone #'s & Other
  Information. (Contact Management System)
- Schedule Time Weekly to Communicate With Your Clients/Contacts.
- ▼Know Resources to Generate a Continuous Flow of Sellers/Buyers.
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- ▼Know Your Market, & Your Competition's Strengths/Weaknesses.
- Be Financially Prepared for Success.
- Have a Sales Plan That Includes Your Goals, Strategies, & Tactics. The Plan...

# EVEN THOUGH YOU HAVE THESE, DO YOU USE THEM? CONSISTENTLY?

SUCCESSFUL AGENTS IMPLEMENT!!!





**LUCK:** when your **SALES PLAN & OPPORTNITY** intersect.

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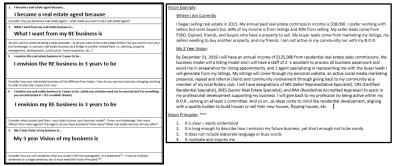
# **Takeaway**

step-by-step action plan
to help you implement what we've covered today.



#### **NOW WHAT?**

- 1. What is your Vision-how do you see your RE career- answer:
  - Why did I choose real estate?
  - What does my business look like 1 year from now? 3 years? 5 years?
  - What do I want from my career?



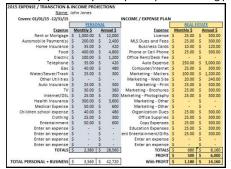
2. Based upon your answers from 1., define your 3-year goals which support you achieving your 3-year vision. This is a time to *realistically dream*. These can be income, education, career, and personal.

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### **NOW WHAT?**

- 3. From your 3-year goals, define your 1-year goals (they need to support you being on track for your 3-year goals, 'including' your income goal? Don't be ultra-conservative nor overly exuberant this first year; real estate is not a straight line business from year to year, rather building each year from the previous as you gain knowledge, skills and expertise. To achieve your 3-year goals, what do you need to do within the next 12 months in order to be on track towards achieving the 3-year goals.
- 4. Develop your first year expense plan including profit to determine your income plan.





#### **NOW WHAT?**

Determine your sales projections required to achieve your income goal. nt in order to produce your sales projection. Use the Success DIFFERENTIATORS to help you here. And be sure your plan includes the skills you need to develop.



6. Now develop you yearly sales plan to produce your projections. In addition to stating each goal from step 2, this includes the objectives – the areas you will focus on supporting each of your goals (for your income goal this includes your projections); the strategies that support the objectives; the strategies that bring the objectives to life, and the tactics – action steps, that must be completed in order to accomplish each strategy.

Goal - Objective - Strategy - Tactics = Results

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#### **NOW WHAT?**

- 7. IMPLEMENT and manage your sales and expense plans. Track your results so if needed, you can make adjustments to the tactics. The goal should be off limits to change as are the objectives. At times you may change a strategy but as you implement tactics and find otrs heproduce more results supporting your goals over others, you may want to delete, modify, or add tactics.
- 8. Attend a ME, Inc. Class. Don't wait to follow this plan, but when you have the opportunity, attend this class it puts this all together



#### **SALARIED**

go to their job, perform their job responsibilities; their success, their job opportunities, are up to another's decision.

#### **ENTREPRENEURS**

go to their job, perform their job responsibilities; their success, their job opportunities, are completely up to them.

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YOU HAVE PUT YOUR

SUCCESS, YOUR GROWTH,

IN YOUR HANDS.

NOW YOU JUST NEED TO

MAKE – IT – HAPPEN!!!

