

COACHING FOR YOUR UNIT

By asking questions, we empower to our Beauty Consultants to discover what they want versus telling them what to do. The answer is usually already within us, it just takes someone to ask the questions.

Open ended questions are best because they can't be answered by a simple "yes" or a "no" and will lead to more discussion and open possibilities.

If a "yes" or "no" question pops into your mind while you are coaching, think of how you can reword it into a "WHAT" or "HOW" question.

QUESTIONS FOR NEW CONSULTANTS:

- What attracted you to Mary Kay Cosmetics?
- What excites you the most about a Mary Kay Business?
- What would you like to get out of your Mary Kay Business in the next 6 months?
- How much money would you like to earn or do you need weekly/ monthly?
- How can I support and serve you as your Mary Kay Sales Director?
- What strengths are you most proud of? • What motivates you? Prizes? Money? Recognition? Fun?

QUESTIONS FOR PLANNING & SETTING GOALS:

- What would you like to get out of your business?
- What is your intention?
- What are the possibilities?
- What outcome do you want?
- What is the vision for your business?
- What are your goals for this month?
- What company prizes are you working for this quarter? Court of Sales, Sharing, Team Leader, etc.....
- If you could not fail, what would you do?
- If money and time were not an issue, what would you want to accomplish?
- What is your dream? What does it look like?
- What motivates you to get up in the morning?
- What brings you joy?
- What will you do when you feel like you've "hit the wall"
- Where do you see yourself one year from now in regards to your Mary Kay Business?
- What can I do to serve and support you with your goals this week? This month? This year?
- Is there anything that you want me to specifically pray about for your?
- If you could achieve any position, what would that be?
- What would you do if fear was not an option?

QUESTIONS TO SOLIDIFY THEIR COMMITMENT/TAKE ACTION

- What is your first step?
- What do you need to have in place to accomplish this?
- How will you make it happen?
- What is the challenge in taking action?
- What do your instincts tell you?
- What information do you need to have?
- In the big picture, how important is this?
- What does your week look like?
- What action would make this complete?
- What will you achieve by taking this action?
- What is your commitment on a scale of 1-10?
- What would you like to accomplish six months from now?

QUESTIONS TO CREATE ACCOUNTABILITY?

- What are you going to do?
- When are you going to do it?
- What support do you need?
- What does your success depend on?
- How will I know you've done it?
- What accountability would you like to put into place?
- What can make it fun and exciting?
- What qualities will contribute to the outcome you want?

QUESTIONS TO PROMPT FEEDBACK & INSIGHT?

- What worked?
- What would you do differently?
- What was challenging?
- What new insights did you discover?
- What did you learn from this experience?
- How can you apply what you've learned?
- What would make the biggest difference?
- What are some new options?

QUESTIONS ABOUT FAMILY:

- How is your Mary Kay business received in your home?
- What is your husband most excited about with your business?
- What type of family activities do you have each week?

QUESTIONS TO ASK AT THE END OF THE MONTH:

(Help them not to feel discouraged and frustrated)

- Let's look at what you achieved this month.
- What worked?
- What were your achievements and successes?
- What were your disappointments and what would you do differently?
- What was challenging?
- What new insights did you discover?
- What did you learn from your experience?
- What would make the biggest difference?
- What guidelines can you take from the lessons you learned to make next month better than last month?

QUESTIONS TO ASK A NON-PRODUCTIVE CONSULTANT

- If you were to start your business over, what things would you change?
- What do you remember most about the excitement you felt when you became a Mary Kay Beauty Consultant?
- What are you going to do differently this year to achieve your goals?

QUESTIONS FOR INACTIVE CONSULTANTS

- What are your goals for your business right now?
- What can I do to serve and support you?