

DISTRICT MANAGER CHECKLIST

By: Donna Johnson, ENVP

District Manager is the first step in Leadership in Arbonne. Leadership in Arbonne is similar to the Consultant Opportunity in that you get out of it what you put into it. You are nobody's boss. Your role is to create an environment of training and support for Consultants to reach their goals in Arbonne.

BECOME A DISTRICT MANAGER MAKING MACHINE

Try to always have at least five consultants in your District aspiring towards Management. Managers aspiring to have '30' appointments on their District weekly calendar will grow faster than the Manager with '5' weekly appointments. It's the numbers! Match your help, with their efforts and goals. Like Rita says; "You can take a horse to water, but you can't make it drink... but you can salt its oats." You're in the oat salting business. The dabblers in your District need your support and encouragement, but will not need the time that your pre-managers will require. Always make everyone feel good where they're at! However, always have your thumb on the pulse of your business by having pre-managers.

BECOME A PRODUCT & OPPORTUNITY EXPERT

Study Arbonne's Business Manuals, and become an Arbonne Product and Opportunity Expert. The best way to become more confident with our products is to use all of the products, and to listen to testimonials. Remember, and teach your team that facts tell and stories sell.

Familiarize yourself with Arbonne's policies in order to assist consultants with their activities. Know the guidelines for advertising and selling practices so that Consultants are conducting their business according to Arbonne's policy. When in doubt, check with your RVP/NVP.

COMMUNICATION SKILLS:

If a situation arises (conflict between people, etc.) Here are some guidelines to follow:

- 1) You do not have to respond immediately. Take down information and get back to them. (There are always two sides to every story.)
- 2) Ask questions... Did you go directly to the person? Try to have those involved resolve it. This will create unity when people can work out their differences.
- 3) Be diplomatic, defuse situations, expect and assume the best! Remember, this is a people business. It's good to have a long fuse and a short memory!
- 4) If you need help or advise, contact your upline Manager before your response.
- 5) Pass your Negatives up and your Positives up & down!

GOAL SETTING

- Always have SHORT TERM and LONG TERM GOALS for both your personal business and your organization in your system. (daily, weekly, monthly, etc.)
- Write down your goals and create a plan of action to achieve them.
- Encourage your team to also write down goals, and set up an accountability partner to help keep on track.
- CHECK YOUR GROWTH PERCENTAGE over the previous months. Are you going in the direction you want to be???

PERSONAL ACTIVITY

The speed of the leaders sets the pace. Everyone likes to follow a successful leader!

- **HOLD APPOINTMENTS** (Classes, personals, and opportunity) for your Personal Business. Always be the **TOP CONSULTANT** in your District! Not only will your sales (income) and sponsoring increase, you can use your personal appointments to train your District as well by bringing people along!
- Earn monthly campaigns and work towards earning the total number of ASAP points per month.
- Devote at least 75% of your time to **PERSONAL BUSINESS: Sales and Sponsoring**

TRAINING

Plan and coordinate training in your District

- Starter Kit Issue to New Consultants (Complete Getting Started Training)
- Plug new consultants into the Spirit Wings Training System (enclosed)
- Support Area and Regional Activities, either VP or company sponsored. (Monthly Region Meetings, Get Away Weekend in August, CATS, TRIP KICK-OFFS, ETC.)

ARBONNE TRIPS & NTC

NTC and TRIPS (National and International) are an important part of Arbonne's incentive programs. These trips are the best way to see the bigger vision of Arbonne!!

PERSONALLY STRIVE TO EARN ALL TRIPS/INCENTIVES. You not only set the example, you'll bring back fresh ideas, motivation and feedback for your organization. Each time a NTC or TRIP is announced, have a kick-off and get your **TEAM TOGETHER** that are going for the trip. Keep weekly contact, track progress with them, keep motivation high!

WEBSTATS

After logging in to www.arbonne.com, click on Webstats. You now have access to all the sales and sponsoring for each consultant on your team.

Web Reports are also available on webstats and here are the different categories

- Level Sales (Keep track of pre-managers as they get closer to qualifying for the next level), and congratulate Super-Stars with a thoughtful note.
- Sponsoring (update new consultants on your distribution list for e-mail and mailing lists)
- Sales
- Renewals (You need to send out a reminder to your consultants that their renewal is coming due)
- Performance Account (as you promote new managers, track their performance accounts each month). You don't want to focus on maintenance, but make sure they aren't in the "danger zone".
- Roster (Print out most current and keep in Control Book)

CHART YOUR BONUS PROGRESS each week for your District Bonus (\$5,000 District sales and 5 new 100+ consultants in your District = \$200 Bonus)

ASSESS THE NEEDS of your District...is sponsoring down? sales? the number of appointments on their calendar? Give your District a challenge for that particular area of the business. **USE THIS INFORMATION** to plan your District Meetings.

EACH MONTH

REVIEW CURRENT PROMOTIONS AND INCENTIVES with your district (phone, meetings, e-mails, etc.) Review creative ideas for working with these promotions.

PERSONAL GROWTH

'UNDER CONSTRUCTION' personal growth will be one of the most important benefits in your Arbonne career. The more powerful we become, the easier it is to attract powerful people. Your success will be a correlate function of the degree to which you're willing to spend time on personal development.

MISSION STATEMENT - BUSINESS PLAN

Write a year-long Business Plan with quarterly milestones. Write your Mission Statement, and keep it in your vision. What are you passionate about? Donna Johnson's is: "Enhance lives, creating millionaires, making a difference.....success is a journey, not a destination." Plug people into your vision, and they can be a part of it. People love to be a part of a team that's "going somewhere." You have an opportunity to take on the leadership role that will change people's lives! Get excited about that...share that enthusiasm with others, and watch your business (and income) soar!