

# Team Etiquette

**T**eam Etiquette or 'playing team' is vitally important to everyone's success. It creates an atmosphere that is exciting and positive for Team Members and Prospects.

If there is a Presentation or Training in your area, you need to make an effort to associate with other positive people and introduce your Guests and new IBO's. This helps to maintain the right ACN 'ethos'.

## At Public Presentations and PBR's:

- You ARE part of the presentation!
- Smile and be enthusiastic.
- The presentation is designed for Guests so don't bring up issues. Keep your questions/dramas and requests for coaching at another time.
- Do not do a 'side' presentation of the business! That's what the public presentation is for.
- If a Guest asks a question during the Presentation - DO NOT attempt to answer it, leave it to the Presenter.
- Have respect for others and DO NOT answer your mobile phone. If a call is that important - do not enter the meeting.

## During the Presentation:

- Guests take their cue from you. Act interested!
- Participate with the speaker (but not like a trained seal).
- Be attentive.
- Laugh at the jokes (even if you have heard them before).
- Raise your hand or say 'Yes' when the speaker addresses the group.
- Do not have side conversations. Focus on the presentation.
- Do not leave the room unless an emergency. Others will be distracted, think the presentation has no value or importance and may also leave.

- NEVER stand at the back of the room trying to look important.

## After the presentation:

- Don't ask your guests "What do you think", rather ask what they liked best/most. If possible take them to the Leaders to have their questions answered or to get started. If undecided, get them as immediate Customers.
- When you take your Guest to the Leader tell them what your guest liked about it, "Mr. \_\_\_\_\_, this is Bill, he really liked the residual income."



## At ALL Presentations:

- Be reliable and responsible. Venue/equipment hire has to be paid for, don't shirk on paying entry charges where applicable, don't make 'debt collectors' out of your fellow ACN Members. Offer your services to help, be involved.
- Encourage your Guests & IBO's to arrive 15-20 minutes early. It is always best Team Etiquette to collect your guests and bring them in your car.
- Advise your Guests that this is a Business Presentation and it is not appropriate for children to attend.
- Let your Guest know that you take your ACN Business seriously and

that you will be in Business Attire, however smart casual as a minimum or suitable for them.

- Introduce your Guests around. Don't just sit them down.
- Introduce yourself to other Guests and IBO's.
- Get to know the Leadership.
- Be seated with your Guests for the start of the meeting, EVEN if you have a Guest arriving late. The person on the door will direct them.
- It is most important to always attempt to sit in the very Front Seats with your Guests.

## Conference and/or 3-Way Calls:

- Be in a quiet area or mute your phone.
- Announce yourself and your guests and where you are calling from.
- When 3-Waying in a Prospect, connect with your Leader first, and if 3-Waying a Customer connect with Customer Service FIRST. This demonstrates respect for your Prospect/Customers time.

For more specific information, see the 3-Way calling Document available from: [www.winnersworld.com/documents.htm](http://www.winnersworld.com/documents.htm)

