



Home Service August Embed Leader Toolkit

Introduction

Welcome to your Timetolearn Embed Leader Toolkit.

Your timetolearn session is over but that doesn't mean the learning stops. As a leader, you'll continue to support your team, and this toolkit is designed to help you.

The toolkit contains activities and coaching questions that'll support you to embed this month's topics with your team.

How to use it

Remember to revisit any action points and use your teams' learning check scores, to help you identify any areas for development.

- Decide if it's a team or individual session
- Choose the topic you want to embed and select an activity
- You can adapt any of the activities to suit your team and their role

Remember you can contact Faye Smith, TTL Learning Specialist, for any further support

Let's chat

To start have a 5-minute chat with your team to reflect on what they've learnt in their TTL session.

You can revisit sections of the TTL content if the team want to familiarise themselves with it.

Use the questions provided to start your conversation

Start of season

- How have you been introducing Sky Sports in your conversations?
- What went well?
- What example can you share?
- How have you demonstrated value of the product?

Community Forum

- Have you spoken to any of your customers about the community forum?
- Have any customers asked you about it? If yes, how confident did you feel telling them about it?

Start of Season

You can use this activity whenever you 15-20 mins together as a team

This activity is an opportunity for the team to reflect on sales experiences, share what's working and talk about new ways to improve Sky Sports sales performance.

Instructions

Read out a series of quick fire, reflective prompts. Get team members to respond and have a discussion after each point.

Prompts:

- What's your go-to benefit when selling Sky Sports?
- What's one thing you've tried recently that's worked?
- What's the most common objection you hear and how do you overcome it?
- What was the last Sky Sports conversation you had, and how did it go?
- What's one thing you feel you could improve on?

Debrief

- What's one new thing you've heard today, that you'll try?
- What further support do you need to sell Sky Sports?