

Final Interview Script

The Final Interview is when you acknowledge the challenges that they know exist and listen for responses that continue to build their confidence.

Here's how I'm approaching this conversation. My job is to "clear the decks" and make sure we're on the same page. Assuming we mutually agree that we should move forward, that's what we'll do. I still have some big questions for you to confirm where I'm at, but I'd like to begin by making sure that you have all of your final questions answered. So, is there anything at all that you'd like to understand better to know if you'd want to accept an offer if it's extended? *(Get any possible issue out in the open at the beginning not at the end. Once you're covering the points below you want it to flow without getting bogged down)*

The 5 big obstacles (or pitfalls) to avoid:

There are 5 things that make it impossible to succeed in our business. When someone isn't successful in this business it always comes back to at least one of these 5 pitfalls so avoiding them is key. Let's walk through them and I encourage you to take notes.

1. Money Focus

- a. The learning curve "clicks" for people at different times. When you follow our process it always works but it takes some people longer than others. During Phase 1 of the business there are 2 things you should be focused on...
 - i. High Activity
 - ii. Skill Development.*Use 2 examples of successful people in your agency. One who started fast and one who started slow.*
- b. To make sure you're not in a situation where you're pressed for money your first couple months, I'd like to review your income needs that we talked about in your last interview. You said that you need _____ coming in per month to cover bills. If you didn't hit that number until the 2nd or 3rd month, would that present some challenges or do you have a cushion saved up? *(If it presents challenges, review exactly what it will take for them to get _____ cash flow per week)*

2. Lack of support at home

- a. Tell me about your conversations with _____... What do they think about you doing this for a living?
- b. How comfortable are they with the idea of you working commission and being in control of your income for a living?
- c. I want to review the schedule you said you'd be able to commit to when we talked last. *(pull info from prior interview)* Is that still something you can commit to?

(Does he/she understand the schedule and hours that are required to do well during the initial training phase?)

- d. It's also important to coach your support people at the beginning on how to be supportive. NO "results/sales questions" @ end of the day. Instead, questions about activity and controllables.

3. Schedule

- a. In cases where this doesn't work out for someone, it often comes back to one basic problem; they simply didn't work a consistent schedule.
- b. There are 2 key ingredients to a successful schedule.
 - i. Having a plan going into the week
 - ii. Following through on that plan.

Our system always works. Unfortunately, some people don't always go to work. Flexibility is amazing in the long term, but it can be the worst thing in the short-term especially if it hasn't been earned. Do you have an idea what I mean by "unearned flexibility?"

Give real-life examples of your agents... Someone who takes time off during the week but makes up the activity on the weekend if needed. Storefront example is also good: What happens to a business if the owner has random business hours and is inconsistent with their effort.

- c. Not everyone has the discipline to manage their time when nobody's watching.
 - i. How do you feel about your ability to manage yourself and your time in the midst of distractions?
 - ii. Specifically, what are the biggest sacrifices you will have to make in the first 3 months to accomplish your goals?

4. Not Buying-In (*Not Coachable/Lack of Communication*)

- a. Everyone likes the idea of being coachable. Everyone says "yeah, I'm coachable". I've never met a person that says "I'm not coachable" but not everyone is coachable IN the moment. Some people say "Well this worked at my last sales job", "I think that sounds funny, I'll say this instead", etc. All I can say to that is, I can guarantee you that if that worked, we'd be doing it.
- b. What can you share with me that'd give me confidence that you'd buy in to our system, even when it doesn't make sense or you don't understand it?
- c. Tell me about the last time you were asked to do something outside your comfort zone?

5. Lack of Commitment

- a. Tell me about your "grit" - what is the most challenging thing you have overcome? This is one of, if not THE most rewarding careers I've ever seen - there are a ton of reasons why this is the last thing most of our agents plan on doing for money.

Culture

Talk about the awesome people we surround ourselves with at FH - their drive, success, generosity, relationships.

Impact + Income

Talk about what makes us different.

Teachers/Non-profit are impactful but the \$ isn't great. Software sales has great \$ but the business doesn't change lives. Income and impact are not mutually exclusive. We have both here; however, as we've discussed it's also extremely challenging. Everyone thinks about quitting at least once (Share a story of a great day, and then share a story of a time you thought about quitting).

- What will keep you going when that time comes for you?

One of the most frustrating things for our trainers and for myself is when people flat out give up before things "click". When they're THIS close! Can I get your word that you will give your dead level best for the next 3 months and trust in our products, the training and more importantly yourself?

Close to Paid Hire

A candidate isn't hired until they have "skin in the game" (a financial commitment.) Use the Onboarding Calendar to talk about dates and potential conflicts. This will identify any issues that exist and assist in your decision whether or not to offer the position.

- Which of those 5 things I mentioned would be your biggest challenge?
 - (Did they take notes?)
- How do you think you would do at this? Why?
- Share the agency's core values - Which 1 stands out to you most?

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan
Change the date above to most recent Sunday and all other dates will change accordingly	Agency Mtg 930am		Conference Call 9am		Rally Call 9am (216) 609-0100	
					Study	Study
16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan	22-Jan
	Agency Mtg 930am		Conference Call 9am		Rally Call 9am (216) 609-0100	
Study	Study	Study	Study	Study	Exam	
23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan	29-Jan
	Agency Mtg 930am				Skills, Habits, Attitude Call	
	Sales Academy	Sales Academy	Sales Academy	Field Training	Field Training	Personal Network
30-Jan	31-Jan	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb
	Agency Mtg 930am		Conference Call 9am		Skills, Habits, Attitude Call	
	Field Training	Field Training	Field Training	\$\$\$ PAYDAY \$\$\$		
6-Feb	7-Feb	8-Feb	9-Feb	10-Feb	11-Feb	12-Feb
	Agency Mtg 930am		Conference Call 9am		Skills, Habits, Attitude Call	

The person we hire will need to be in Sales Academy the week of (give dates). Is there any reason you wouldn't be able to commit to that date? (They may need to delay depending on circumstances/employment but we're looking for hesitation to see whether or not we offer the position.)

In order to be in Sales Academy that date, you would need to have your exam passed the previous Friday, which means you'd need to get started on the licensing process this weekend. Is there anything that would prevent you from signing up for the licensing course and your fingerprints today? **If there are no issues proceed with the offer.**

Do you think we should work together? Why?

...Well I agree because **(Reasons - refer back to your notes and/or original Candidate Assessment and reiterate the traits that have made them successful.** "Here's why I think you'd be a success if we partnered together."
Also remind them of what they said are their weak points that you will help them improve.
What we'll need to focus on especially early is your *time management* and *not dwelling on mistakes*.

With that said, I would love to officially offer you a position on the team as long as you can commit to 4 things. None of these will be a surprise, we've talked about them all. This isn't just a promise to me - it's a commitment to the Team Leaders, the Agency Owner, Sales Trainer - the whole team. I want you to understand that when we bring someone on board, we are All-In and we expect the same in return. Here is what it takes to do well here:

1. Work Hard: Sounds obvious, but we mean physically, mentally & emotionally every day.
2. Coachable: Buy into the system. Our trainers won't give up on you as long as you try.
3. Stick it out: 90 days - this is what you're doing and you are going to figure it out.
4. Have Fun/A Great Attitude: You will get challenged and frustrated but your attitude in how you work through that is a choice. There's a big difference in being hung up on a problem vs focused on finding a solution.

Can you give us your word on those 4?

Congratulations! **Shakes hands etc.** We are really excited to work with you!

I want to get two things done immediately so we can execute the timeline we just spoke about...

1. Enroll in your pre-license course. It's 20 hours so look at your calendar and figure out how you can complete the course within the next 7-10 days.
2. Schedule your State Exam. Scheduling that today will help you stay on-schedule with your studying.
3. If temp state, fill out state application same day and schedule fingerprints.

I'm going to send you an email that has links, details, and a discount code for all the different parts of this process. Once you've enrolled in the pre-license course forward me the confirmation email so I can turn that into the Home Office. They'll send your New Hire paperwork to get the onboard process started.

Schedule a 15 minute follow-up with them for the next day:

Tomorrow I want to figure out when your last day at work will be **(if needed)** and finalize your Onboarding Calendar so we can discuss Sales Academy prep, field training/first family protected and first paycheck. I'll also share with you information about our Licensing Concierge. They are your go-to for licensing questions and really anything you need license-related in your state. They're your "Resident Experts".