

Rules for Successful Role Play

Here's how to get the most out of your scripting and role play practice time.

I recommend you role play at least 3 days a week for 30 minutes, and script practice 15 minutes daily until they become your own words.

ROLE PLAY WITH A PARTNER

- START ON TIME, END ON TIME
 - Its ok to interrupt your flow in order to end on time, remember conversations are waiting
- NO CHIT CHAT
 - Jump right into role play
- SAY "NO" 3 TIMES
 - Always accept the appointment on the 4th time they ask, unless they've totally got you and you can't object anymore
- SHARE WHAT WENT WELL
 - And what could be improved
- 30 MINUTES DAILY
 - Same time each day

SCRIPT PRACTICE ON YOUR OWN

15 minutes each day you should go through your scripts before making calls. Have the script book ready and open on your desk. When you practice, remember to:

- STAND UP
- READ THROUGH NEW SCRIPTS 5 TIMES FAST
- PRACTICE TO INTERNALIZATION
- DON'T REMOVE KEY STATEMENTS

CREATE THE PERFECT SPACE TO MAKE CALLS

- STAND UP DESK
- SCRIPTS READY AND AVAILABLE
- HEAD SET
- PHONE NUMBERS READY TO GO
- VOICEMAIL, CELL PHONE, EMAIL - ALL SILENCED
- MIRROR TO WATCH YOUR FACIAL EXPRESSIONS