

**Lamp 2008**  
**San Francisco, CA**  
**March 19 2008**  
**Session #26**

**GET THE APPOINTMENT  
&  
IMPROVE RETENTION  
THROUGH  
EFFECTIVE PHONE COACHING**

Presenters:

**Gail B. Goodman**  
President, Consultel, Inc.  
Bedford Hills, NY

**Paul Blanco, LUTCF**  
Managing Director, MetLife Shelton, CT

# **Get The Appointment**

**Gail B. Goodman**

**Paul Blanco**

## **Critical Components of Coaching**

**1.**

**2.**

**a.**

**b.**

**c.**

**d.**

**e.**

**f.**

**3.**

**4.**

**5.**

## **The Structure of a Phone Call**

**A.**

**B.**

**C.**

**D. 1.**

**2.**

**3.**

**E.**

**F.**

**G.**

## **Handling Responses**

**1.**

**2.**

**2a.**

**3.**

**4.**

## **Supervising Group Dialing Sessions**

- 1.**
- 2.**
- 3.**
- 4.**
- 5.**
- 6.**
- 7.**

## **What NOT to Do**

- |           |           |
|-----------|-----------|
| <b>1.</b> | <b>5.</b> |
| <b>2.</b> | <b>6.</b> |
| <b>3.</b> | <b>7.</b> |
| <b>4.</b> | <b>8.</b> |