



Escape Cell Phone Hell

5 Steps to Running a Thriving Business Without Your Cell Phone Running You

STEP 3: Introduction to Your Clients & Staff

JoyEvanns.com/freeconsult

Action Step #1:

Decide how you're going to setup the switch in how you're going to handle your calls. Is your assistant going to get your old cell number, are you going to set up a message on your cell service routing things to your assistant? Decide and then implement.

Action Step #2:

Outline what your answers are when people, your clients, vendors, staff, or family members ask you about the new way you're doing things. Remember to WIIFM.

Plan to frame the change in terms of how it helps everyone get something they want in a better way. That way they are going to be more inclined to think positively about the changes.

Examples:

CLIENTS:

"We made this change in how we respond to calls because I found I couldn't give clients my undivided attention in the way I wanted. So now, you'll schedule a time to connect with me that's convenient to you and I'll be able to have the information related to what we're working on available. That saves us both a bunch of back and forth."

STAFF:

"Hey, I'm trying to maximize my productivity during the day so we can increase our bottom line and I can hopefully get you that raise you want, so if you would use the appointment scheduler so we can talk about this or add it to our meeting agenda on Friday instead of calling me about this from now on, that would be fantastic."

Action Step #3:

Communicate with your team the new plan in a meeting NOT an email.

Questions?

Want help implementing this process for your unique situation?

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