



TEAM CALLS · CLIENT CALLS · ONE-ON-ONES

How We Show Up *On the Call.*

Every call is a window into the agent you are. Energy, etiquette, and respect for the other person's time are not optional — they are the standard.

01 Open with a praise report.

Before business, share something good. We are a family before we are a team — touch the heart before you touch the hand, every single time.

02 Camera on. Eyes up. Energy in.

Be in front of an office or professional background, dressed and ready. We need to see your face, your reaction, your presence. Distracted screens drain the room.

03 Ask before you take their time.

Before launching into business, ask, “Is this a good time?” People answer the phone out of obligation. Give them the courtesy to be fully present — or to schedule it for later.

04 Communicate early, not after.

If you are going to miss or be late, send word thirty minutes before — never two hours after. Silence is the most expensive thing you can send a teammate.

05 Coach with something tangible.

Anyone in the stands can shout “catch the ball.” On our calls, we give people something they can actually use — a next step, a fix, a way forward.