

## People Skills

The single most important key to success in Mary Kay is having great people skills – because we are in the people business !

- Cleansing cream will not make you rich and successful...but teaching people how to sell lots of it will enrich you!
- Paperwork will not make you successful. (It may help you hide!) But effectively communicating with your people can show them you care while recognizing and affirming them. (Delegate the time-consuming paperwork or do it in NON-people time...after or before 9 to 9).

Systems won't make you successful...but they will make you efficient so you'll have more time for people.

Spending time with people, however, is not enough. Ask yourself:

1. Do people feel better about themselves after my conversations?
2. Do they feel affirmed rather than criticized and put down?
3. Do I listen more than I talk? Really listen and hear them?
4. Do I ask leading questions so they can figure out their own solutions rather than tell them what to do? (which encourages resistance)
5. Do I point out their strengths and praise good effort rather than nag or criticize?
6. Do I consistently try to find things to LIKE rather than find fault?
7. Do I keep conversations brief so I don't wear people out?
8. Do I overlook little things that irritate rather than stew?
9. Do I remind myself constantly to be tolerant and not judge?
10. Do I act like a kind friend rather than a punitive parent?
11. Do I sincerely try to talk with others in a way I would like?
12. Do I try the best I can in every situation to be mindful of how tender feelings are?

Be gentle with others – Your love will make them grow and thrive and become successful. And that's what will make YOU Successful!

The princes among us are those who forget themselves and serve mankind. Woodrow Wilson.

## World's Best Personalities

### Dominance

Result-oriented, makes quick decisions, likes to feel in control.

\*Hot Button: Power and Authority

\*Interview: Short, stress the high income, management, career opportunity

\*Greatest Fear: being taken advantage of

\*Recruiting Literature: Applause Magazine – show the salaries, career advancement sheet – may not read it, but will glance over it

### Influencing

Loves to talk, motivational, enthusiastic, her red jacket will have every thing she has ever won on it – Pink Tacky!!

\*Hot Button: Recognition and prizes

\*Interview: Long-important to build a relationship with her because people, prizes and approval are important to her

\*Greatest Fear: Loss of social recognition – criticism will devastate her

\*Recruiting Literature: Seminar brochures, Star Consultant Prizes, Area Prizes and Unit Prizes – she won't read them – she'll only look at the pictures – talk Queens, Diamonds, On-stage, Cars and Minks to her

### Steadiness

Family – oriented, logical, slow to change, security minded

\*Hot Button: Guarantee time with family (or other career), lots of training

\*Interview: 2-parts, share facts and build credibility she may need

\*Permission: to do this

\*Greatest Fear: Loss of security

\*Recruiting Literature: Time Management sheet, part-time career benefits, family security, retirement plan

## Compliance

Detail - oriented, perfectionist, critical and analytical

\*Hot Button: Lots of training, professionalism of company

opportunity to "organize" her own business (key work = organize)

\*Interview: 2 - parts, never try to press for an answer the first time because she must consider every aspect

\*Greatest Fear: Criticism of work, or not knowing all the facts

\*Recruiting Literature: Give her everything. She will read and study all of it with a highlighter. She will read every word on the agreement and ask questions no one else would think of

Not one personality is better than the other nor right or wrong. By understanding your personality and the others, you will be able to close the sale more effectively. Whether it is the sale of the product or the Career opportunity, you will be able to better harmonize with your Team Unit and National Area.