



Below are questions about this month's sales meeting content you can ask during agent mentoring sessions. Choose the questions that are the most relevant for each individual. These inquiries will keep agents accountable and help them apply new ideas. Furthermore, you will show that agent growth and success are your priority.

### General Questions

- Walk me through your current strategy for retaining past clients.
- Tell me about a time a past client sent you a referral.

### Learning Sprint Questions

#### Client Retention Strategies

- What percentage of your business is repeat or referrals from past clients?
- What types of communications are you regularly sending to your past clients? How is that working for you?

#### Show Clients You Love Them

- Thinking back to the suggestions provided during this learning sprint, which idea(s) resonated with you? How could you implement it?
- What other ways do you currently show past clients how much they mean to your business?

#### Mini Mastermind: Past Client Communication Calendar

- What do your current monthly touchpoints look like for your past clients?
- Would you share an example of a communication that worked well for you?

#### Exceed Your Client's Expectations

- What were your takeaways from this presentation?
- Describe a time when you went above and beyond for a client.
- What are your feelings about leveraging social media to stay top of mind with past clients?

#### Monthly Goal Setting

- Are you on track to achieve your monthly goal(s)?
- How can we help you achieve your monthly goal(s)?

