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Episode 16: The Christmas Collaboration.

3:17 Michael Cooney. *"I see my 'job description' as a parent to create great memories for my kids".* New Agents just need to understand the process of educating clients to how we can help them achieve their 'moving goal'. Work ethic; The flow and your 'Big Why' are key focus points! Clients don't want robots! They want agents to 'be in the moment' with them. **Listen to understand** rather than **listening to respond!** Be scripted in an un-scripted way! Michael's focus in 2019 will be to align with more clients who share his values which are: Fairness/Decency/Honesty/Family

11:51 Fiona Blayney. Life's all about having fun and not taking yourself too seriously. The next year will always be the 'best year' of your life. "It's a **wind up** not a **wind down** and "can't" is not in my vocabulary". No one has it all sorted and more people are Ducks than humans! Fiona's focus in 2019 is consolidation of her (infrastructure) and growth in new areas whilst continuing to pursue her **big why**. Clarity is key. *"Don't leave anything in the tank"*

20:18 Jarrod Carmen. Preparing for difficulty in good times has helped us deal with the change in the bad times, (6-12 months in advance preparing for the 30% drop that was prevalent in 2018). Have the mindset programmed to the current market! Staying fit physically, emotionally and letting clients know that even in difficult times there are great opportunities! Keep your team positive by pushing each other to be better than the market conditions as well as reinforcing gratitude. Jarrod's focus in 2019 will be all about the physical fitness and more training in improving the mindsets of each team member.

30:00 Caroline Bolderston This time of the year is a great opportunity for reflection! What went well? What didn't go well? Where's the improvement coming from in the new year? Caroline is having 'raw honesty chats' with herself personally and clients in general. She is 'pivoting' her value proposition to ensure she is meeting the needs of her clients with a deeper training offering in 2019. Whilst there is plenty of industry training available, much of it doesn't 'join the dots'. The façade of the Real Estate Industry is alarming and needs to be re-positioned. Observe and be aware of the needs of others to provide a better offering.

35:50 All our guests in this final episode have a common goal with uncommon ways of achieving it! **Real Voices of Value** from **real people with authentic messages**. Thank you for listening throughout 2018 and we look forward to bringing more voices of value to you in 2019! Peter Kakos, Rik Rushton & Dom Mulligan.