

# Lemonade Not Lemons

This exercise is deigned to collaborate with your team to prioritize a process to eliminate bad communication for the benefit of growing the PROGRAM. Please read the story at hand and discuss a suggested sequence of actions that an aligned team would have to eliminate these Program Damaging scenarios .

## Negative Nancy

Nancy is a Rider and she is naturally a negative person. She loves her Rainbow but always has negative comments in her demo. Johnny new dealer has been with Negative Nancy on 2 demos and happened to sell 1 of the 2 shows but knows that this is problematic for upcoming shows. Negative Nancy has a show and it has been assigned to Coolio Curtis. Curtis has another job and knows nothing about Negative Nancy and loves to text but rarely answers his phone. Curtis confirms Apt Via text and arrives at Trunk Talk to meet Negative Nancy. Curtis is met with a rash of negativity that was expressed to Johnny however never expressed to the team. Coolio Curtis is annoyed and Negative Nancy does not like Curtis and the demo gets off on the wrong foot .

## Aligned Plan

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6. \_\_\_\_\_
7. \_\_\_\_\_

# Whoooops!!!!

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## Aloof Alex

Mild Mary has a decent program so far and is on her 7th demo and she has 3 sales. In RBO Mary has a \* on her name due to the fact that Perfect Penny has alerted Marketing of Marys next appointment is most likely a single renter. Alex assumes everything is ok and gets flustered explaining rule #11 at the trunk. Mild Mary is now spicy and .....things are not headed in a good direction

## Aligned Plan

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# WOW!!!!

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## Ambush!!!!

Bob Baracuda and Susie Q bought a RB and decided to do the rider program. Susie is an awesome Rider and a natural. Her program is off to a great start ( 3/2 ) . She is fired up however very concerned about her next demo as she cannot go but her husband will cover. Her husband thinks we are a scam but Susie Q loves it. This was mentioned on demo 3 (sale) to Willy but forgotten as the sale was fun and a great experience. Susie Q s next show has been given to a newer dealer since Susie is such a good rider. OH BOY!!!!

*rainbow*  
Aligned Plan

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## Close Line

This exercise is deigned to collaborate with your team to prioritize a process to eliminate bad communication for the benefit of growing the PROGRAM. Please read the story at hand and discuss a suggested sequence of actions that an aligned team would have to eliminate these Program Damaging scenarios .

### Optimistic Oscar

Oscar sold a Rainbow to Ken and Barbie and is fired up to have such a perfect couple on the program. Ken and Barbie love their machine and have great places to do the program. Marketing received a call that they love the RB and Oscar did a good job but not sure they want him on their shows. This has been expressed to Marketing and also after the 1<sup>st</sup> show, to a different rep. Oscars optimism has begun to decline as he really wanted to do more shows with Ken and Barbie.

### Aligned Plan

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