

RAPID BLUEPRINT:

# *Developing Inner Resolve*

WITHIN YOUR SALES ORGANIZATION

THE DILIGENCE FIX



# 4 Steps for Sales Leaders

Use the content in this blueprint and follow these four, easy steps to develop Inner Resolve within your sales team.

## STEP 1:

Introduce the definition of Inner Resolve to your sales organization. (See page 3)

## STEP 2:

During your next sales meeting, discuss why Inner Resolve is important to your sales strategy and how it will make each rep and manager more effective in their role. **Ask each person to privately grade themselves A-C, on how fast they believe they bounce back from stressful situations.** The goal over the next few months will be to gradually improve in this area—we'll provide content to support your team as they grow. (See page 3)

## STEP 3:

Choose a frequency (weekly or monthly) that works best for your business. Send each of the three Inner Resolve micro-lessons out by email. (See page 4)

## STEP 4:

Recognize and reward those who engage with this subject and are willing to try out the concepts. Seek and solicit stories and examples of people who are becoming more resilient—make it a big deal in your sales organization.

*In our business, Inner Resolve matters.*

## HERE'S HOW WE DEFINE IT:

*Remains emotionally composed and projects strength in the face of conflict and setbacks, leveraging internal optimism and a balanced view of circumstances to logically navigate stress, pressure, demands, or challenges.*

**How would you currently rate your ability to practice Inner Resolve?**

*A*

Steady and certain in the face of stress.

*B*

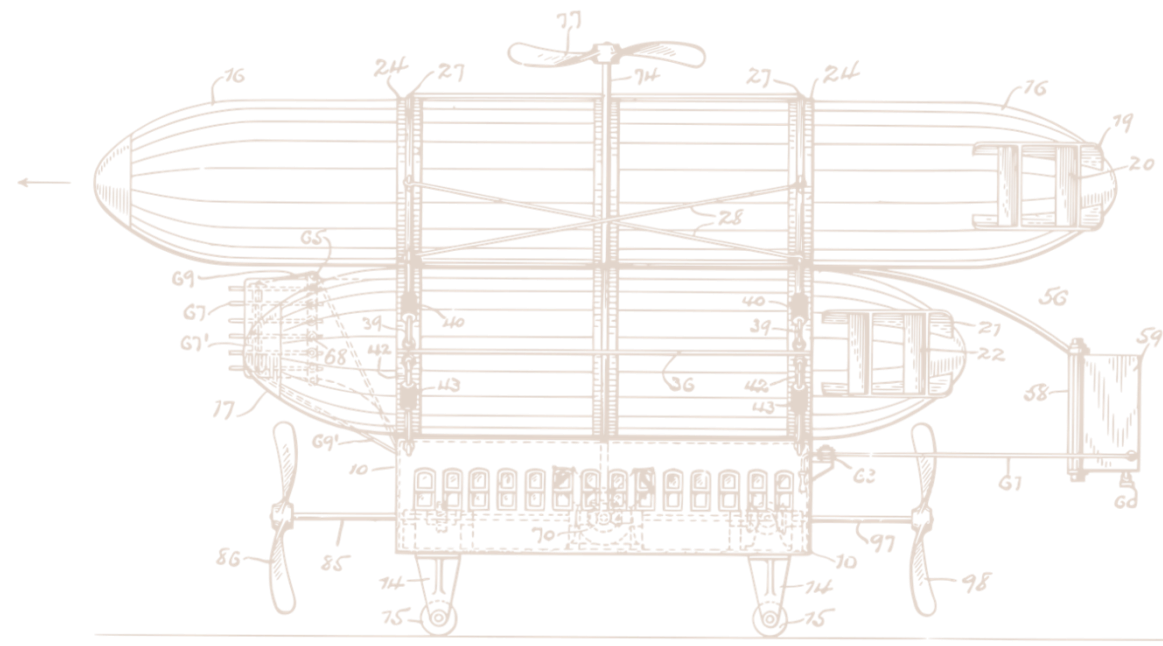
Sometimes I hold and sometimes I fold.

*C*

Stress gets the best of me most of the time.



# Inner Resolve Micro-Lesson Content



## MICRO-LESSON 1

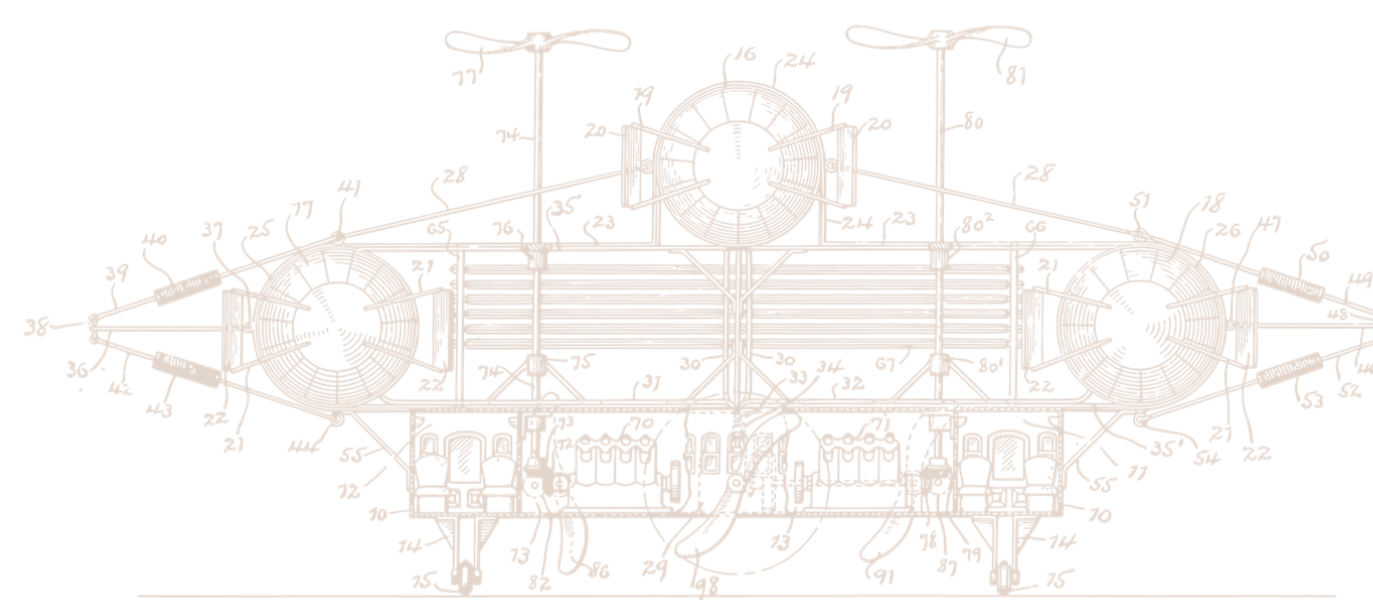
**Practicing Inner Resolve** means you need to know the workplace triggers that cause you to react.

**Common triggers for people are perceived or actual threats to their:**

- Status or position
- Certainty or safety (psychology or physical)
- Autonomy
- Relationships (client or internal)
- Equity or fairness

**Coaching question:** Which trigger(s) can you relate to most?

**Inner Resolve atomic habit:** Over the next week keep notes in your phone on the situations that cause you stress. See if you can identify a pattern. The goal is to easily recognize your workplace triggers.



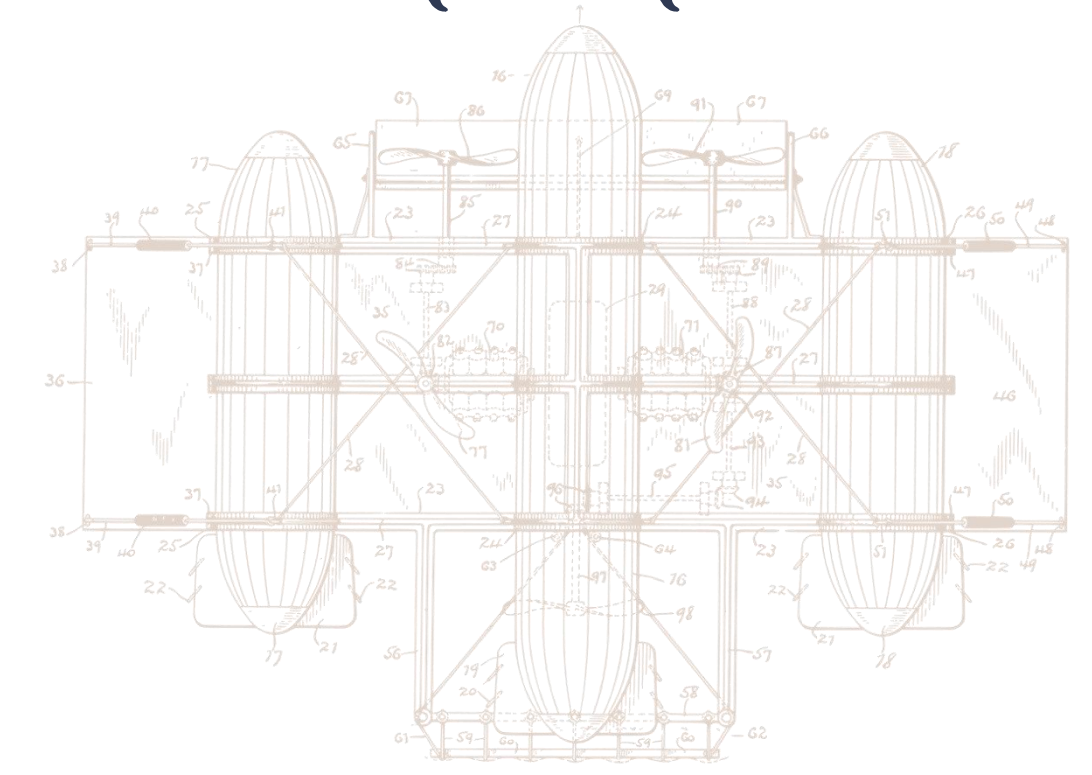
## MICRO-LESSON 2

**Review:** Your first goal related to developing Inner Resolve was to recognize your workplace triggers. How did you do with that? Next up is developing a few coping strategies to deal with triggers and restore a sense of calm.

**Examples that work well:**

- 5-minute breathe and stretch: This pulls your brain out of fight or flight mode.
- Self-query: What is causing me to feel this way? Is there a different way to view this situation? Will this matter as much next week or next month?
- Control the controllables: Whatever the situation take the first, next step that you can.

**Inner Resolve atomic habit:** Choose one coping strategy to try out at least 3 times.



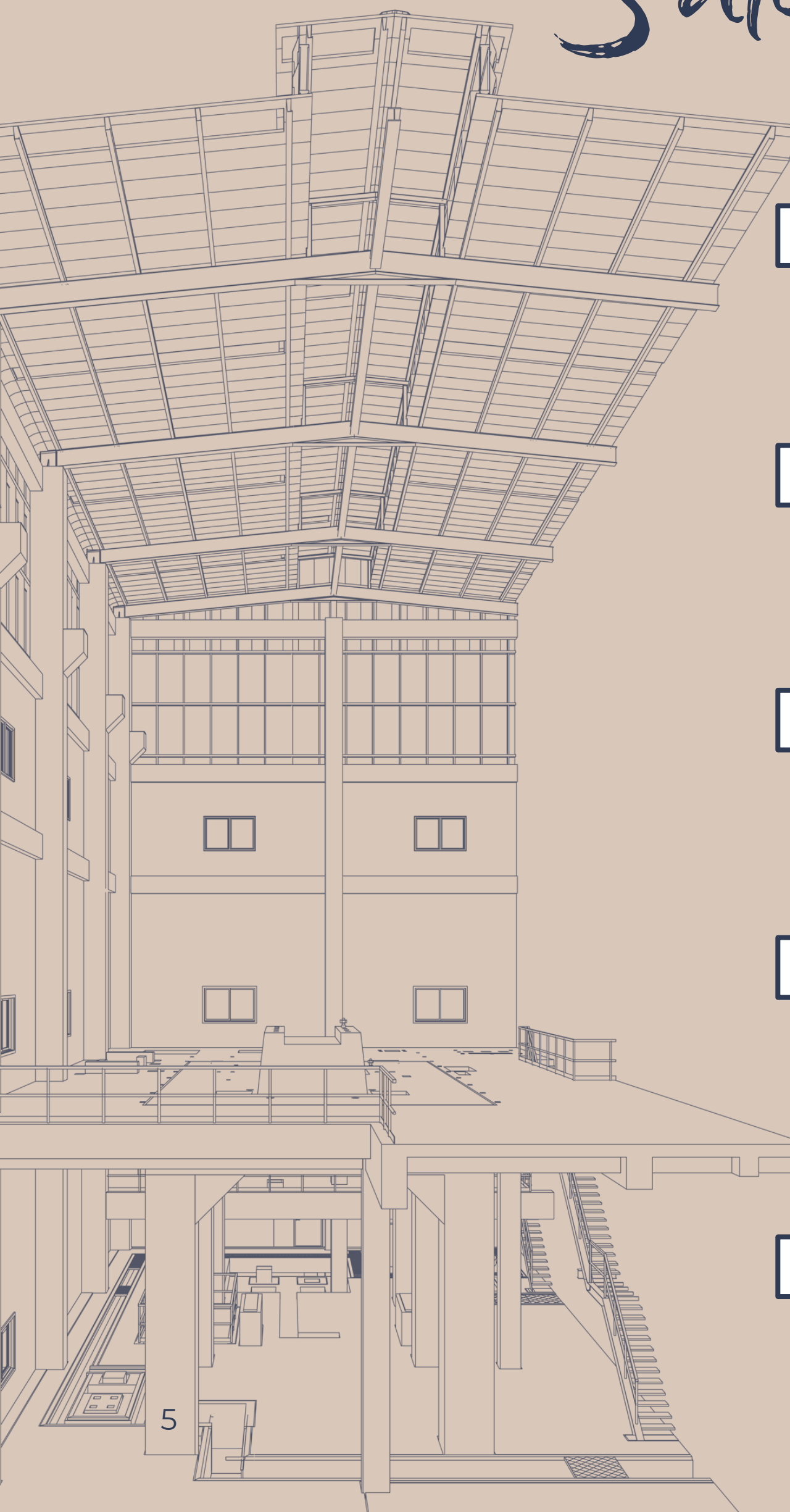
## MICRO-LESSON 3

**Review:** Your first goal related to developing Inner Resolve goal was to recognize your workplace triggers. The second goal was to try a new coping strategy at least 3 times. How have you been doing with these?

**Practicing Inner Resolve** is a lifelong process that pays off personally and professionally. These two, powerful mindsets will help you stay resilient in the face of stress and setbacks:

- **Circumstances are fleeting.** While painful in the present, you are not defined by your situation. Today's stress will be tomorrow's distant memory.
- **Lessons learned are forever.** Internalize the learning after every stressful situation. Cut yourself some slack, but remain responsible for your actions. Share your experiences to help others grow.

# Sales Leader Implementation Checklist



Sent/shared Inner Resolve definition with the sales organization.

Date: \_\_\_\_\_

Notes: \_\_\_\_\_

Provided direct and clear context as to why Inner Resolve matters to our business.

Date: \_\_\_\_\_

Notes: \_\_\_\_\_

Asked the team to rate themselves on how they currently practice Inner Resolve.

Date: \_\_\_\_\_

Notes: \_\_\_\_\_

Sent Inner Resolve micro-lessons to the team.

Micro-lesson 1 Date: \_\_\_\_\_

Micro-lesson 2 Date: \_\_\_\_\_

Micro-lesson 3 Date: \_\_\_\_\_

Clearly communicated my intentions to recognize and reward examples of Inner Resolve in practice.

Date: \_\_\_\_\_

Notes: \_\_\_\_\_