

Business Planning Clinic Short Workbook



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WARNING! Real estate agents who violate The Telephone Consumer Protection Act (TCPA) and the National Do Not Call Registry face potentially catastrophic legal damages. Do NOT use or leave artificial or prerecorded messages, and check the National Registry and your internal registry before you dial.

Compliance: Do Not Call/Telephone Consumer Protection Act

WARNING!

The Telephone Consumer Protection Act regulates calls to cell phones and landlines, auto-dialed calls, prerecorded calls, faxes, and calls to numbers on the Do Not Call Registry. Class-action litigation for TCPA violations is rapidly increasing. Such claims present catastrophic exposure. Consult an attorney for guidance on the TCPA and DNC laws, including consent requirements, autodialer restrictions and prerecorded messages.

Auto Dialers

The TCPA regulates calls and texts to a cellphone using an automatic telephone dialing system (autodialer)

(i) Know the Federal and State Laws

In addition to federal laws, several states have laws governing telemarketing. Talk with your broker about any guidelines and Do Not Call lists your market center may have.

Prior Express Written Consent/ Written Consent

In certain cases, a caller must have prior express consent before making a call. In other cases, prior express written consent is required.

(i) Violations

Recipients of calls that violate the TCPA may recover up to \$1,500 for each violation. Use of an autodialer can rapidly accelerate potential damages.

DO NOT CALL DO'S AND DON'TS

Under federal law, sellers and telemarketers may not call individuals listed on the Federal Trade Commission's Do Not Call Registry. Failure to comply with DNC laws could result in substantial government fines and/or civil legal action against you. Consult an attorney regarding compliance with DNC laws.

Subscribe to the Registry

The DNC registry is hosted on a dedicated website. Your Market Center should subscribe to the Registry and give you login credentials. Making ANY telemarketing calls without access to the Registry violates federal law.

① Honor Consumers' Requests

Never call a number on the Do Not Call Registry. And honor an individual's request to be added to your internal DNC list.

(i) Check Before You Call

Before making a call, check to see if the number is on any of these lists: 1. the National Do Not Call Registry; 2.any state Do Not Call list; 3. your internal list. If the number is on any of these listsome, delete it.

Limited Exceptions

Federal law allows telemarketing calls to be made in very limited circumstances. Contact a lawyer prior to using an exception to ensure it applies.

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1. WHERE I AM TODAY

	I create and use a business plan as a daily, monthly, annual and long-term guide to run my business.
	I have created a business plan and intend to learn to understand and use it more effectively.
	I am fairly new to real estate and new to business planning.
	I am on a team and I am new to business planning.
M	y Numbers
1.	The amount of money I need to pay for my lifestyle and get out of debt = \$
2.	My business expenses annually (estimate) =
3.	My average commission amount =
4.	Number of listing appointments gone on last year =
5.	Number of buyer appointments gone on last year =
6.	Number of listings sold last year =
7.	Number of buyers sold last year =
8.	Number of names in my database =
9.	My team consists of me +

2. WHERE I AM GOING

Goals of this Course

- 1. Understand the power of the Five Fundamental Business Models of The Millionaire Real Estate Agent (MREA).and recognize that the five models are interconnected for the important role of planning, checking on, and projecting your business.
- 2. Create a custom plan for your business whether you are new to real estate or a seasoned professional.
- 3. Initiate a plan of execution through accountability with a peer partner, productivity coach, Team Leader, team lead (if on a team), MCA, etc.

My	Three	Learning	Goals
,			

iviy Tillee Learning Goals
Three things I want to understand by the end of this training.
1
2
3
3. HOW I WILL MAKE IT HAPPEN
Level One: Complete a business plan.
□ Level Two: Complete a business plan and commit to following my written plan.

☐ Level Three: Complete a business plan, share it with my coach or peer partner who is

committed to my personal growth, and execute my plan by checking my activities and results

against it weekly, monthly, and annually.

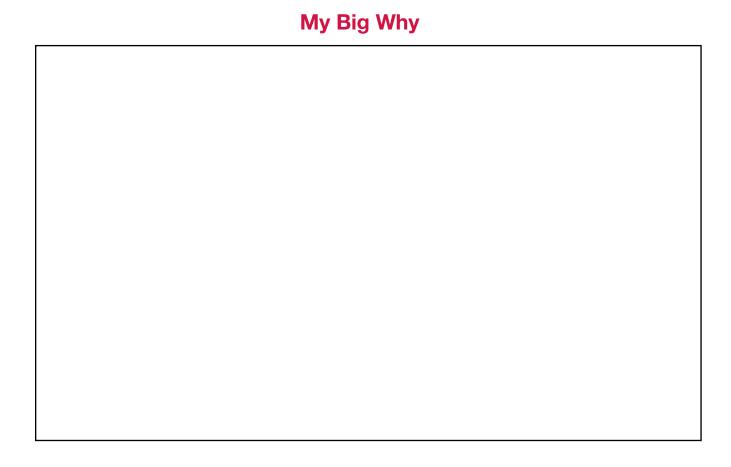
1. Think Powered by a Big Why

Big—because you are after extraordinary results! **Why**—is the reason you get up every day and do what you do.



Big Why:

- · Is your purpose, mission, and need
- Fuels you with focus and energy
- Powers your action

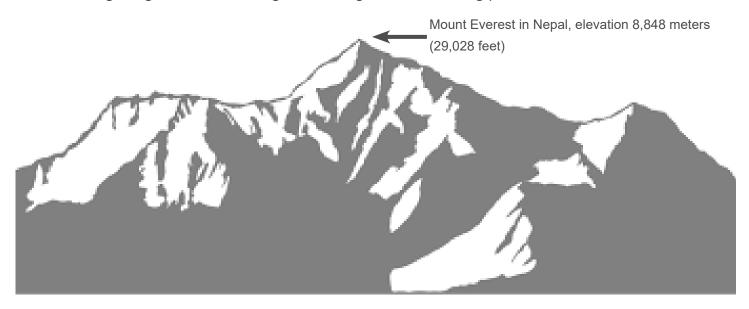


... one thing all high achievers have in common is they are working for a Big Why.

- The Millionaire Real Estate Agent

2. Think Big Goals and Big Models

Climbing a big mountain is a Big Goal. A Big Goal takes a big plan.



GOAL SETTING to the NOW

SOMEDAY GOAL

FIVE-YEAR GOAL

ONE-YEAR GOAL

MONTHLY GOAL

WEEKLY GOAL

PAILY GOAL

RIGHT NOW

FIVE FUNDAMENTAL MODELS—ONE SYSTEM

1. Economic Model

A formula that describes the relationship between a series of activities and the specific outcomes they produce. It shows you where your money comes from, where it goes, and how much is left over for you.

To achieve the amount of net income you desire ...

2. Lead Generation Model

A plan for where your money comes from—from your lead generation activities. It is a companion to the Economic Model since leads are the fuel to the economic engine of your business.

You will need to generate X number of leads, ...

3. Budget Model

A plan for where your money goes between the time you receive it and keep it for yourself. The focus is on minimizing your expenses to maximize your profit.

Spend X am

ount of money in specific areas to support these efforts, ...

4. Organizational Model

A plan for hiring help and talent as your business grows to help you grow your business.

Hire X number of people to service it all, and ...

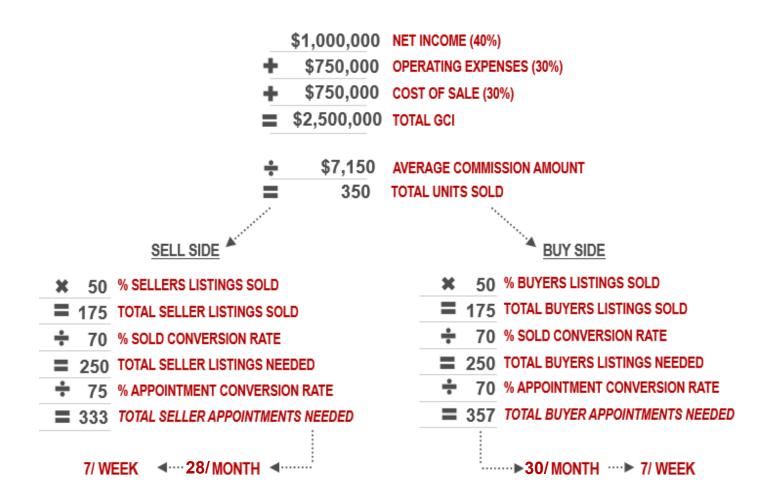
5. Expansion Model

A plan to apply your systematized business model in additional locations. (This model will not be covered in this course. For more information, attend the KWU course, Expansion System Orientation.)

Apply your systematized business model in additional locations.

There is no model for chaos.

THE ECONOMIC MODEL



Benefits of the Economic Model

- 1. Provides the number of appointments and units sold to meet your goal.
- 2. Reveals your conversion rates and identifies areas for improvement.
- 3. Allows for mastery over your business.
- 4. Keeps the focus on a Profit First perspective.
- 5. Helps keep your Budget Model in line.
- 6. Provides benchmarks to hold your team accountable to.
- Allows you to gain insight into your economic decisions before you make them.

LEAD GENERATION ACTIVITIES

Prospecting Both Marketing

1. Phone or Face to Face

- 1. Listings without Agency
 - FSBOs (For Sale by Owners)
 - 2. Expired Listings
- 2. Circle Prospecting
 - 1. Neighborhoods
 - 2. Apartment Complexes
 - 3. Recently Sold listings
 - 4. Recently Listed Properties
- 3. Community Outreach
 - 1. Charity
 - 2. Volunteer Work
- 4. Key Relationships
 - 1. Corporations
 - 2. Builders
 - 3. Banks
 - Third-Party, Data Companies
 - 5. Investors
- Teaching and Speaking Opportunities
- 6. Meals
- 7. Door-to-Door Canvassing
- 8. Networking Events
- 9. Booths and Kiosks
- 10. Walk-ins

2. Text Correspondence

- 1. SMS
- 2. Messenger
- 3. Email

1. Farming

- 1. Geographic
- 2. Demographic

2. Events

- 1. Open Houses
- 2. Seminars
- 3. Contests
- 4. Client Appreciation Events

3. Networking

- 1. Sphere
- 2. Past Clients
- 3. Allied Resources
- 4. Agents

4. Purchased

- 1. Referral Networks
- 2. Advertising Networks
- Clientele

1. Advertising

- 1. Pay per Click
- 2. SEO
- 3. Radio
- 4. TV
- 5. Newspapers
- 6. Personal Vehicles
- 7. Bus Stop Benches
- 8. Social Media
- 9. Portals
- 10. Magazines
- 11. Billboards
- 12. Yellow Pages
- 13. Grocery Carts
- 14. Moving Vans

2. Broadcast/Content Creation

- 1. Radio Segments
- 2. TV Shows
- 3. Live Social Media
- 4. Blogs

3. Direct Mail (Non-Farm)

- 1. Postcard Campaigns
- 2. Special Events Cards
- 3. Just Sold/Just Listing Cards
- 4. Quarterly Market Updates

4. Promotional Items/Swag

5. Public Relations/Press

- 1. News Releases
- 2. Advice Columns
- 6. Sponsorship

BUDGET BENCHMARKS BY GCI

AVERAGES								BEST PRACTICES	
GCI	\$150,000	\$340,000	\$640,000	\$970,000	\$1,600,000	\$3,400,000	\$1,000,000	\$2,500,000	
cos	\$19,500	\$88,400	\$211,200	\$368,600	\$624,000	\$1,530,000	\$250,000	\$750,000	
	13%	26%	33%	38%	39%	45%	25%	30%	
GROSS	\$130,500	\$251,600	\$428,800	\$601,400	\$976,000	\$1,870,000	\$750,000.00	\$1,750,000	
PROFIT	87%	74%	67%	62%	61%	55%	75%	70%	
EXPENSES	\$57,000	\$122,400	\$236,800	\$329,800	\$560,000	\$1,122,000	\$360,000.00	\$750,000	
	38%	36%	37%	34%	35%	33%	36%	30%	
NET	\$73,500	\$129,200	\$192,000	\$271,600	\$416,000	\$748,000	\$390,000.00	\$1,000,000	
INCOME	49%	38%	30%	28%	26%	22%	39%	40%	

Operating Expenses by GCI

AVE	RAGES							BEST PR	ACTICES	
GCI		\$150,000	\$340,000	\$640,000	\$970,000	\$1,600,000	\$3,400,000	\$1,000,000	\$2,500,000	
ioi	Salaries/Benefits	\$8,370 5.6%	\$33,218 9.8%	\$90,304 14.1%	\$108,446 11.2%	\$223,840 14.0%	\$496,400 14.6%	\$191,000 19.10%	\$347,500 13.9%	<u> </u>
Compensation	Professional Services	\$3,270 2.2%	\$4,454 1.3%	\$6,016 0.9%	\$6,887 0.7%	\$9,600 0.6%	\$17,680 0.5%	\$7,000 0.70%	\$12,500 0.5%	
Con	TOTAL	\$11,640 7.8%	\$37,672 11.1%	\$96,320 15.1%	\$115,333 11.9%	\$233,440 14.6%	\$514,080 15.1%	\$198,000 20%	\$360,000 14.4%	
	Listing Management	\$5,055 3.4%	\$10,608 3.1%	\$16,832 2.6%	\$29,294 3.0%	\$47,040 2.9%	\$112,200 3.3%	\$23,000 2.30%	\$62,500 2.5%	
Lead Generation	General Prospecting & Marketing	\$11,760 7.8%	\$24,242 7.1%	\$49,984 7.8%	\$87,882 9.1%	\$133,120 8.3%	\$219,980 6.5%	\$50,000 5%	\$162,500 6.5%	\$750,000
0	TOTAL	\$16,815 11.2%	\$34,816 10.2%	\$66,816 10.4%	\$117,079 12.1%	\$180,160 11.3%	\$331,840 9.8%	\$73,000 7.30%	\$225,000 9.0%	30% of GCI
Occu	pancy	\$4,275 2.9%	\$6,290 1.9%	\$10,304 1.6%	\$12,610 1.3%	\$25,920 1.6%	\$77,860 2.3%	\$20,000 2%	\$25,000 1.0%	
Educ	ation and hing	\$7,500 5.0%	\$18,020 5.3%	\$29,504 4.6%	\$36,860 3.8%	\$53,760 3.4%	\$78,540 2.3%	\$23,000 2.30%	\$62,500 2.5%	
Supp Expe	lies/Office nses	\$4,110 2.7%	\$7,446 2.2%	\$10,944 1.7%	\$12,707 1.3%	\$19,520 1.2%	\$40,460 1.2%	\$10,000 1%	\$25,000 1.0%	
	munication and nology	\$5,535 3.7%	\$8,942 2.6%	\$13,248 2.1%	\$17,169 1.8%	\$21,920 1.4%	\$32,640 1.0%	\$16,000 1.60%	\$25,000 1.0%	
Autor	mobile	\$4,440 3.0%	\$5,984 1.8%	\$8,000 1.3%	\$10,379 1.1%	\$12,800 0.8%	\$19,380 0.6%	\$10,000 1%	\$15,000 0.6%	
Equip	oment/Furnishings	\$915 0.6%	\$1,190 0.4%	\$1,664 0.3%	\$2,619 0.3%	\$5,280 0.3%	\$12,240 0.4%	\$5,000 0.50%	\$7,500 0.3%	
Insur	ance	\$2,415 1.6%	\$2,482 0.7%	\$3,008 0.5%	\$4,559 0.5%	\$5,120 0.3%	\$7,140 0.2%	\$5,000 0.50%	\$5,000 0.2%	<u> </u>

THE MREA CHART OF ACCOUNTS—P&L

come	S
Residential Income	*
Listing Income	
Sales Income	
Builder/New Construction Income	
Referral Income	
Leasing Income	
Transaction/Administration Fee Income	
Total Residential Income	
Commercial Income	
Total Commercial Income	
Other Real Estate Income	
tal Income (GCI)	
- A - E C - I	
ost of Sales	
Commissions Paid Out	
Other - COS	
otal Cost of Sales	
ross Profit	
cpenses	
Compensation	
Salaries/Benefits	Expenses
Professional Services	Lead Generation and Conversion
Lead Generation and Conversion	Listing Management
Listing Management	Services
Prospecting and Marketing	Marketing
Occupancy	Signage
Education/Coaching/Dues/Travel	Other
Supplies/Office Expenses	Total Listing Management
Communication/Technology	
Automobile	Prospecting and Marketing
Equipment/Furnishings	Offline Advertising
Insurance	Online Advertising
Other Expenses	Print/Direct Mail
otal Expenses	Third-Party Lead Sellers
usiness Profit	Events
slow the Line Income	Lead Conversion Tools
Interest Income	Meals, Gifts, and Entertainment
Vendor Supplier Income	Other - Lead Generation
Profit Share Income	Total Prospecting and Marketing
	Total Lead Generation and Conversion
Other Income	Total Ecua Concidion and Conversion
tal Below the Line Income	
SIGNATURE LINE EVENERADE	
elow the Line Expenses	
Employee Profit Share	
Employee Profit Share Other Pretax Expenses	
Employee Profit Share	

THE HIRING PATH OF THE MREA

THE 1ST LEVEL - Personal Productivity

Areas of Mastery

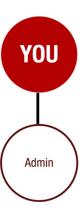
- Lead generation
- Mindset and Vision



THE 2ND LEVEL - Hiring and Succeeding Through Others

Areas of Mastery

- Hiring
- Training
- Accountability



THE 3RD LEVEL - Leadership and Systems, Laying Foundations for Growth

Areas of Mastery

- Systems
- Succeeding through others
- Going "2-deep"



The Hiring Path of the MREA (continued)

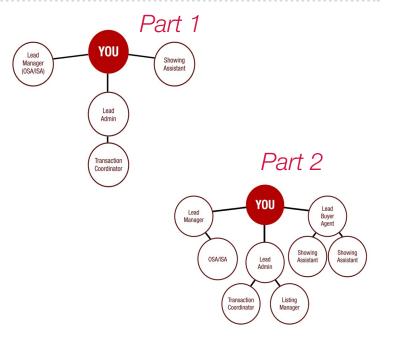
THE 4TH LEVEL (PARTS 1 AND 2) - Leverage on the Buyer Side

Areas of Mastery

- Leveraging out the buyer side
- Launching your lead generation division

New Positions

- Showing Assistant (Part 1)
- Outbound Sales Associate (Part 1)
- Lead Buyer Agent (Part 2)
- Lead Manager (Part 2)
- Inbound Sales Associate (Part 2)



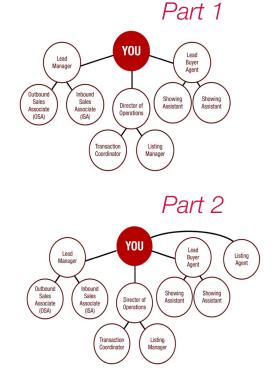
THE 5TH LEVEL (PARTS 1 AND 2) - Leverage on the Seller Side

Areas of Mastery

- Leveraging out the seller side
- Profitability
- Building your lead generation division

New Positions

- Director of Operations (Part 1)
- Listing Agent (Part 2)



The Hiring Path of the MREA (continued)

THE 6TH LEVEL (PARTS 1 AND 2) - Expansion

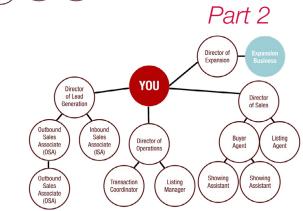
Areas of Mastery

- Leadership
- Leverage
- Expansion

Outbound Sales Associate (ISA) Osales (ISA) Transaction (Coordinator) Transaction (Coordinator) Assistant (Assistant) Expansion (Agent) Director of Sales (Buyer Agent) Agent (Agent) Showing (Assistant)

New Positions

- Expansion Agent (Part 1)
- Director of Lead Generation (Part 1)
- Director of Sales (Part 1)
- Director of Expansion (Part 2)



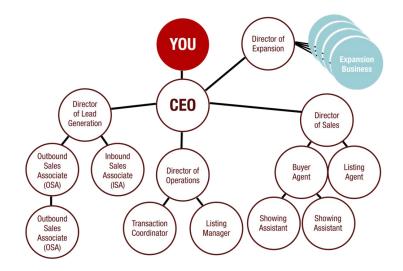
THE 7TH LEVEL - Your CEO*

Areas of Mastery

- Replacing yourself
- Vision
- Accountability to growth and standards

New Positions

CEO*



*Check your local real estate rules to see if C-suite terms are allowed in your jurisdiction before using them.

BUILD YOUR 4-1-1



4-1-1 ACTION GOAL WORKSHEET

Name_____

ANNUAL GOALS	YEAR				
Net Income: \$		Contacts in Database: Update Budget		Attend Leverage Series	
Total Units Sold:		_1 Event for Leads		Analyze my Economic Lead	
# Listing Appointment	ts:	2 Events for Contacts		Gen, and Budget Models to determine my investment and	
# Buyer Appointments	s:	_		the return I expect	
MONTHLY GOALS	MONTH OF			Hire in Qtr	
# Listing Appointmen	ts:	_ Add # Contacts:		Register for Career Visioning	
# Buyer Appointment	s:	_Call 1/3 of Database	and adjust as needed		
		Send 1 value to Leads	Create and Review P&L results		
		Send 2 value to			
		Contacts			
WEEKLY GOALS					
WEEK 1		WEEK 2	WEEK 3	WEEK 4	
Listing Appointments:	Listing A	ppointments:	Listing Appointments:	Listing Appointments:	
Buyer Appointments:	Buyer Ap	opointments:	Buyer Appointments:	Buyer Appointments:	
Add Contacts:	Add Cor	ntacts:	Add Contacts:	Add Contacts:	
Make Calls	Make	Calls	Make Calls	Make Calls	
Send Email of Value to Send Em		nail of Value to	Send Email of Value to	Send Email of Value to	
Contacts Contacts		S	Contacts	Contacts	
			I		



4-1-1 ACTION GOAL WORKSHEET

Name			
INAIIIC			

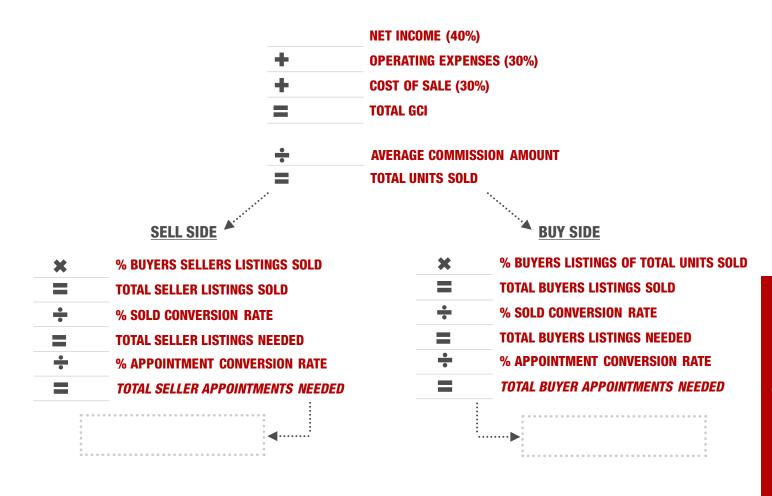
ANNUAL GOALS	YEAR
MONTHLY GOALS	MONTH OF

WEEKLY GOALS

WEEK 1	WEEK 2	WEEK 3	WEEK 4

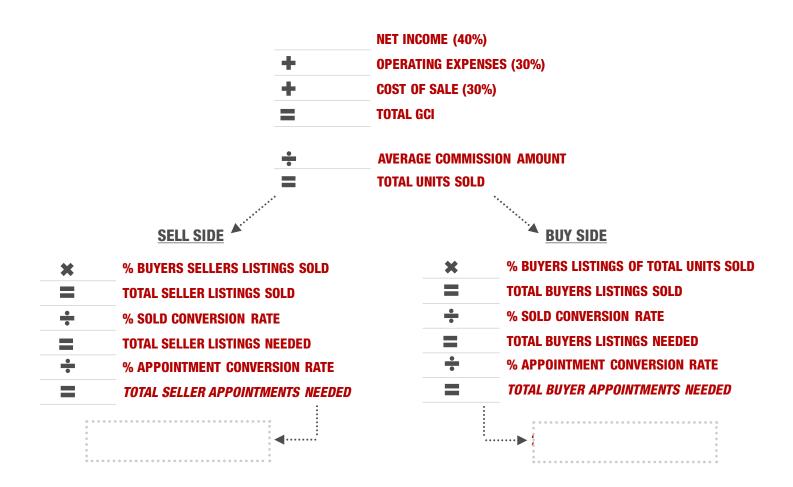
MY BUSINESS PLAN - ECONOMIC MODEL (ACTUAL)

- 1. Begin by writing your Net Income goal.
- 2. Divide Net Income by 40% (.4) to calculate total GCI, and write this number down.
- 3. Multiply GCI by 30% (.3) for both Operating Expenses and Cost of Sale and write these down.
- 4. Write in your Average Commission Amount (refer back to Page 5)
- 5. Divide total GCI by your Average Commission Amount to calculate the number of units to be sold.
- 6. Calculate the rest of the formulas.
 - If you do not know your split between the Sell Side and the Buy Side, use an estimate or use the MREA example of 50/50.
 - Use estimates or MREA examples for each of the conversion rates.
- 7. Calculate how many appointments to go on monthly and weekly.



My Economic Model

MY BUSINESS PLAN - ECONOMIC MODEL (PRO FORMA)



What are my plans to improve?

My Lead Generation Model

MY BUSINESS PLAN - LEAD GENERATION MODEL

My Database, My Business	
Contacts needed to achieve the goals	of my Economic Model
Contacts in my database today	_ Contacts needed to add to my database
Add each monthAdd each v	veek
My Lead Generation Sources	
CURRENT	FUTURE
1	1
2	2
3	3
4	
My 19 to Connect Touch Campa	aign for Leads Details
4 annual calls (quarterly)	
 12 monthly emails, newsletters, market reports, videos 	
 2 promotional direct mail: magnet, calendar, market report 	
1 annual event, party, movie, get-together	
My 36 to Convert Touch Campai	gn for Contacts
 4 annual calls (quarterly) 	Details
 26 bi-weekly emails offering information of value to the consumer 	
 2 events, get-togethers, parties 	
 4 promotional direct mail: magnet, calendar, market report, etc. 	

MY BUSINESS PLAN - BUDGET MODEL

- 1. Begin with your GCI Goal from your Economic Model.
- 2. Enter values for My Budget Plan based on your GCI and how you run your business.
- 3. Compare to an MREA budget. Multiply the percentages in the "% of GCI" column with your GCI. Enter the result in the "\$\$ Based on MREA" column. This provides a look at what you would be spending if your expenses followed the model. This may not reflect your business.

My GCI Goal: for	year
------------------	------

COST OF SALES	MR	EA	\$\$ BASED ON	MY BUDGET PLAN
GUST OF SALES	\$\$\$ % OF GCI		MREA	WIT BUDGET FLAN
Listing Specialist(s)	\$125,000	5%		
Buyer Specialist(s)	\$625,000	25%		
Other COS	minimal			
TOTAL COS	\$750,000	30%		
OPERATING	MREA		\$\$ BASED ON	MY BUDGET PLAN
EXPENSES	\$\$\$	% OF GCI	MREA	WIT BUDGET FLAN
Compensation	\$360,000	14.4%		
Lead Gene ration	\$225,000	9%		
Occupancy	\$25,000	1%		
Education and Coaching	\$62,500	2.5%		
Supplies/Office Expenses	\$25,000	1%		
Communication and Tech	\$25,000	1%		
Auto	\$15,000	.6%		
Equipment	\$7,500	.3%		
Insurance	\$5,000	.2%		
TOTAL OPERATING EXPENSES	\$750,000	30%		
TOTAL EXPENSES	\$1,500,000	60%		
NET INCOME	\$1,000,000	40%		

MY BUSINESS PLAN - PROFIT & LOSS

MONTHLY PROFIT AND LOSS STATEMENT			
INCOME	\$		
Residential Income	Ť		
Commercial Income			
Other Real Estate Income			
TOTAL INCOME (GCI)			
COST OF SALES			
Listing Specialist(s)			
Buyer Specialist(s)			
Other COS			
TOTAL COS			
GROSS PROFIT			
OPERATING EXPENSES			
Compensation			
Lead Generation			
Occupancy			
Education and Coaching			
Supplies/Office Expenses			
Communication and Tech			
Auto			
Equipment			
Insurance			
TOTAL OPERATING EXPENSES			
TOTAL EXPENSES			
BUSINESS PROFIT			
BELOW THE LINE INCOME			
Interest Income			
Vendor Supplier Income			
Profit Share Income			
Other Income			
TOTAL BELOW THE LINE INCOME			
BELOW THE LINE EXPENSES			
Employee Profit Share			
Other Pretax Expenses			
Profit Share Income			
Income Tax			
TOTAL BELOW THE LINE EXPENSES			
NET INCOME			

My Organizational Model

MY BUSINESS PLAN - CURRENT ORGANIZATION

				nal
	1 1	2	3	4
What are my areas of mastery? (Rate yourself on each one.)	Low	2	3	4 Hig
. Lead generation, capture, and conversion to appointments				
2. Presentations to buyers and sellers to get agreement				
Lead generation, capture, and conversion to appointments Presentations to buyers and sellers to get agreement Showing buyers and marketing sellers Writing and negotiating contracts				
2. Presentations to buyers and sellers to get agreement 3. Showing buyers and marketing sellers 4. Writing and negotiating contracts				
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2. Presentations to buyers and sellers to get agreement 3. Showing buyers and marketing sellers 4. Writing and negotiating contracts 5. Coordinating sales to closing				
2. Presentations to buyers and sellers to get agreement 3. Showing buyers and marketing sellers 4. Writing and negotiating contracts 5. Coordinating sales to closing 6. Managing the money				
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My Organizational Model

MY BUSINESS PLAN - FUTURE ORGANIZATION

	What level of the organizational model do I strive for? (Write down the roles you would like in your uture organizational chart.)			
hat steps will I	take to begin the journey to my new organizational model?			