

**TROUBLESHOOTING GUIDE**

**WHEN TO USE:** as often as necessary, if/when you encounter difficulties with your AP

**PURPOSE: Guidance.** Reference this guide for tips to improve your partnership if it’s not working as well as you’d like.

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**If your partner is struggling and not completing their weekly tasks:**

* Make sure they are choosing realistic weekly tasks. Try picking smaller, more achievable tasks for your partner to do each week.
* Spend 15 minutes together to go through the guidelines. Focus on the purpose of program and why your partner is in it (reference the Partner Purpose Worksheet to help.)
* Encourage them to get a coach of their own to work through blocks that could be holding them back.
* Revisit the schedule and see if the date/time is not working for your partner.

**If your and your partner’s values don’t match up, you have different backgrounds, or different beliefs:**

* Reframe your perspective. Not all your customers/clients are going to be likeminded or have the same values. This is great practice to develop your flexibility for working with different types of people in the real world.
* Keep conversation centered on your goals/tasks, not on your personal lives. If personal beliefs enter the conversation, turn the conversation back to focus on your tasks and goals.
* Remember, it’s not your job to change your partner. Rather, recognize them for what they are and focus on what’s most important for those 15 minutes on the call.

**If you’re experiencing problems with scheduling phone check-ins:**

* Consider email. Phone conversations work the best, but email will work if you’ve exhausted all other options.
* You can mix email into the equation, too. For example, if you can only talk on the phone every other week, use email accountability in between.
* If email communication isn’t working, email [ap@johnmaxwellteam.com](mailto:ap@johnmaxwellteam.com) and we’ll do our best to re-partner you with someone that might be a better fit.

**If your partner isn’t challenging you enough (or is challenging you too much):**

* Act as an example of what you want to see. People mirror others, so if you want to be challenged more, make sure you challenge your AP. If you feel you’re being too challenged, make sure you are being gentle and understanding with your AP.
* Make sure you communicate your needs with your partner. Say “the best way you can support me is \_\_\_\_\_\_\_”, and fill in the blank with how your partner can help you. (Example: “the best way you can support me is to let me make my own choices, and to focus on my accomplishments instead of my failures.”)
* If your partner is not challenging you enough, let your partner know they’re doing you a disservice by not holding you accountable and asking you what’s in the way of reaching your goals. Sometimes people think they’re being nice by not pushing you, so let them know you need a little pushing to move forward.
* Suggest your partner revisit the Commitment Worksheet and/or the Purpose and Vision Worksheet to renew their sense of commitment. This will remind them to honor themselves, their program, and their word to play their role.