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Hey everyone. It's Melissa Ingold from TimeFreedomBusiness.com. Today I want to answer a question that has come in about teams and leadership roles.

When we hire a virtual assistant or any other team member, they are going to be in a role of basically doing what you ask them to do. What happens is when they start working in your business, especially a virtual assistant, doing a lot of little tasks, they are always going to be looking to you for the right answer.

They're going to be making sure that they're doing everything that you need them to do and that they're doing and wondering what's next. That can be frustrating for a business owner because we want our team to kind of be hands-off, we want them to just take the initiative and just go for it and work for us, build the business, and do all of the things that we want them to do without always feeling like we have to babysit them and tell them what's next.

The thing is that VAs and any other team member are not going to do that without permission, because they have been trained (I'm not sure if that's the right word) to be there to support you and do what you need them to do. But, if you give them permission, you talk to them, and you allow them to step into a leadership role in your business then things are going to shift, they're going to feel as though it's okay for them to do that, for them to be the judge of certain situations.

For instance, one example I can give you is when it comes to customer service or client relations, sometimes there's going to be a lot of back and forth, "Is this okay? Can I do this?" and again, for a business owner that can be kind of frustrating because it's a constant interruption. You have to give your team permission to step into that leadership role where they make a judgment call. You have to say, "You know what? You've been doing this, you've been doing amazing, and I trust your judgment. I trust you to the right thing for my business for me, so I want you to just go ahead and take the initiative and do what you feel needs to be done."

A virtual assistant is not going to do that without your permission. If you give your team permission to step into the leadership roles, then things are going to shift. Like I said, they're going to feel like it's okay, it's okay for them to do that. They don't want to step on any toes, they don't want to do anything that they shouldn't be doing, so that's why they won't take those extra steps, because they don't know if it's going to be okay with you. You have to give them the permission that they are looking for to be able to do that.

Back to the example of customer service and client relations, you want to say, "If you really feel stuck and you're really unsure about something, then of course get in touch with me and we can discuss it." But, 99% of the time your team should know what the right answer is, they should be able to make a judgment call and do the right thing for your business. If they've been

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working for you for awhile they know what the right answer is, but they don't feel like they have that permission to make that judgment call without you standing behind them. They want to make sure they're doing what you want them to do and they don't want to cross the line or step on anyone's toes or cross those boundaries.

When it comes down to it, you have to give your team permission to step into those leadership roles and you have to define what that means for your individual team members. What does that mean for someone who is handling customer service? What does that mean for someone who is just a general VA working on a lot of different tasks in your business? What does that mean for tech support? What do those leadership roles mean? Your team may not know, because it's going to vary all across the board what business owners define as leadership roles and what they feel comfortable with and what they expect.

Give permission and define what exactly those leadership roles mean to you and what you expect from them.

I hope that helps and will help you shift things and grow your business. Thanks so much. I'll talk to you soon. Bye.

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