

Handling and Answering Objections – Unanswered Questions

If you have done a good job in the One-on-One presentation, you shouldn't have too many unanswered questions – But if you do, it will most likely be one of these.

Scenario 1

Them: **I don't have any time.**
You: That's not an unusual, so do you mean that you are too busy to replace a full-time income on a part-time basis?
Them: Yes
You: How much time do you think it would take?
Them: A lot. More than what I've got.
You: Are you happy with that situation?
Them: No, but I don't have a choice.
You: So, for a potential \$50,000 or 100,000 a year, it's not worth making a short time sacrifice for a long-term benefit? Maybe this is not for you. Am I, right?

Or

You: If you knew for sure this would work and in 2-3 years you'd be making 5 or 6 figure income a year income what would you do?
Them: I would do it.
You: In that case, does it make sense to check us out?

Scenario 2

Them: **I would want to try the products?**
You: Which means?
Them: ...
You: Does it make sense to check out the products and do your research on the business at the same time?
Them: No.
You: What does make sense?
Them: I just want to buy a few of the oils and try them.
You: I'll be happy to do whatever you want, but can I ask you a question? What will be different next week or a month?
Them: ...
You: Can I make a suggestion? If you are seriously considering this business, what I find is that less than 2% of the people that try the products are the dissatisfied, what if we assume that you are in the 98% who like the products? You wouldn't want to take the entire kit home to do some due diligence and see if the business is for you, would you? (If affirmative, get them started, schedule a 48-hour

training, review the assignment in the first step training and schedule a workshop.)

Them: No...

You: I didn't think so. So, let's set you up on some oils. Let's look at the catalogue together. Do you want it shipped to your home or office? What credit card do you want to use? Let me show you how easy it is to order. Place the order. Schedule a definitive future to talk in the next two weeks and see if they want to come to a workshop to learn the business).

Scenario 3

Them: **I don't believe in these things.**

You: And by these things, you mean?

Them: ...

You: You are saying that for a reason?

Them: ...

You: If that wasn't the issue, would you feel different about this, or it's just not the right time for you to take on a project for significant?

Them: No, it's the right time.

You: What do you think is the next step for you to see that this is real, and that it can work for you?

Them: ...

You: It would make sense to take a kit to do your own due diligence or fly to Lehi, Utah to see the company's headquarters, would it?

Them: Yes, it would.

You: Should we also schedule a strategy session, where you can ask me all your questions after you reviewed the kit, so you can do some more research?

Them: Yes.

You: You might also want to come to our workshop as an observer to see how we do business, as part of your research, while you are trying the products. You're not available for the next workshop, are you?

Scenario 4

Them: **I'm not a sales person. I couldn't sell to my friends.**

You: Do you think you could make a 5 figure income a year selling essential oils to your friends? I couldn't sell you into being my business partner. Do you think asking your friends to become business partners will make them angry at you? Can you think of any that would take it as a compliment?

Them: Yes, but I don't have the right personality, and I'm not aggressive enough...

You: Oh? Why do you think that you need to be aggressive to succeed in this business?

Them: ...

You: I know this business is not for everyone, and it may not be for you. What if most of the people in this business didn't have a sales background, and that what we did was teaching and promotion, it wouldn't be worth some serious income a year to get out of your comfort zone what it? (If negative, it's not for them, ask

for their help by introducing you to someone that could benefit from this business.)

Them: Yes...

You: So what is the next step?

Them: ...

You: It wouldn't make sense to come to a workshop as a passive observer, to see how we build this business, the daily activity and see if it fits, would it?

Them: Yes...

You: To further your research and to make an intelligent decision, it wouldn't make sense to take a kid home to try the products and review the company material, would it? (If affirmative, get them started, schedule a 48-hour training, review the assignment in the first step training and schedule a workshop.)

Them: No...

You: What does make sense?

Them: ...

You: Schedule an appointment. If you sense any wishy-washy response, take it away: "The feeling I'm getting is that you don't see yourself making a lot of money with us, am I, right?" (Go for the no, that way you don't waste time with someone who is not serious.)

Scenario 5

Them: **This is interesting...**

You: What reason would you have to do this, if you did it

Them: ...

You: What process do you go through when you make this kind of decision?

Them: I would investigate, I would want to talk to people, See the interest...

You: Oh! That's smart. Would it make any sense to learn more about this business before you talk to other people, in case they bring up questions or objections that you are not equipped to answer? (If affirmative put propose the kit and the workshop.)

Them: I can pick up a couple people I want to talk to you before I do anything else...

You: Does it make sense to schedule a time to talk to them together so I can be a resource of information for you? (If affirmative schedule a time to meet and rehearse the invitation with them.)

Them: No...

You: What does make sense?

Them: ...

You: Schedule an appointment. If you get the feeling that the prospect is evasive, take it away: The feeling I get is that this is not really for you, am I right? Because this is a simple business, but it's hard work, most people don't make it to the \$700,000, it's probably not even a good time for you to try, am I right? Can I ask you a question? What if you gave it a shot and you only made it halfway? Would you still see it would you see a benefit?

Them: Yes...

You: I have a concern; how do I tell you that you are not going to make any money if you don't take the appropriate steps determined by the top earners in the company? See this is like any other business? There is a learning curve. A lot of people people blow their best leads by saying the wrong things. Let me tell you what makes sense, and you tell me if you agree. (Propose the kit and the workshop.)

Scenario 6

Them: **The products are too expensive.**

You: Compared to what?

Them: ...

You: A billion dollars in sales in less than three years, isn't that a major accomplishment?

Them: Who is going to buy these products?

You: Someone who is concerned with their health and prevention. Someone who wants the best products out there. You wouldn't know anybody like that, would you? It seems like you relate to this business as a retail business, you know most people have only 10-15 customers, and then they teach others how to build a global consumption network. This is about a lot of people doing a little bit, not a few doing a lot, the business doesn't fit everybody, here's the opportunity. Young Living will be successful with or without you or me, doesn't make sense to look at us closer? Do some due diligence to see what people are doing to create a 5 or 6 figure income a year income? (If affirmative, propose the kit and the workshop.)

Scenario 7

Them: **I want to think about it.**

You: That's fine, I understand. Do you mind tell me what you need to think about?

Them: I need to know more...

You: That makes sense. You wouldn't want to come to a business briefing, where my partners will go over slides and give you a better understanding of this business and the products, would you? (Or a workshop.) If affirmative schedule the next business briefing/workshop they could attend, (make sure you create urgency if they seem to put it off:) If I could do anything to help you see the immediacy of the situation, is there anything I could do for you? (Or, can I ask you the permission to ask you a question that might make you upset? How can I tell you that this is urgent?)

Them: I've already got plans...

You: These plans could be changed, could they? (This is to create urgency, they may not change their plans, you don't want to push, but you do you did what you could to show the importance of acting now.)

Scenario 9

Them: **How much money are you making?**
You: Why do you ask?
Them: ...
You: I'm relatively new. Do you want to talk to my partners who have reached success in this business? (If affirmative, schedule a meeting or a conference call with an up-line executive.)
Them: No...
You: So, how do you see yourself investigating this project? What is the next step?
Them: ... (Propose the kit, a business briefing, and a workshop)

Scenario 10

Them: **It's too late, you have to be one of the first people to make money.**
You: I did this wasn't the case, and you could make more money than the founding distributors, if it was based on hard work, not positioning, and everything I share with you was true, you wouldn't do this business, would you?
Them: Yes...
You: So, how are you going to go about finding out that you could make more money than me and the founding distributors?
Them: ...
(Propose the starter kit aka due diligence package and speaking with your sponsor or one on one.)

Scenario 11

Them: **I have a reputation. I couldn't risk losing what I spent years building.**
You: How do you see that this could affect you in a negative way? Would you call that a status hang up?
Them: ...
You: So, if I understand correctly, you couldn't see how you could communicate effectively to your clients and colleagues, how 6 figure income a year with this 5A1 rock solid company was too good to pass up? (If negative, get a referral, if positive, propose the kit to do some due diligence and a meeting/training.)

Scenario 12

Them: **I need to talk to my spouse or partner.**
You: That makes sense. If you were to make a decision without having to run it by your spouse/partner, what would it be?
Them: ...
You: What would happen if you and your spouse/partner spend the next week to trying the products and reading the company material, that would be a good way to see if this project it's your needs, would it?
Them: Yes, that could work...

You: (Set them up with the kit, schedule a time to do their 48-hour training and the next workshop.) What do you think your spouse/partner is going to say when you bring your new business home? Do you think there might be some questions you may not be prepared to answer?

Them: ...

You: How can I help you with the situation? Should we schedule a conference call, or even better, schedule a time to meet, either at your next business briefing or over lunch. What would you prefer?

Them: Schedule a clear and definite future appointment.

Or

You: That makes sense. How do you think your spouse/partner is going to react when you tell them that you just came across a business idea in worldwide preventative health? Do you think there might be some questions you may not be prepared to answer?

Them: ...

You: How can I help you with that this situation? It would make sense for me to be involved in this conversation, would it? Should we schedule a time to talk on the phone the three of us, or to meet? (Schedule a clear and definite future appointment.)

Scenario 13

Them: **Do you have any literature?**

You: Yes. What exactly do you want to read about? The products or the business and the products?

Them: The business and the products.

You: What are you hoping to find?

Them: ...

You: If the information you review is to your satisfaction, then what? How do you see yourself participating?

Them: ...

You: I'm asking all these questions to guide you in the right direction. Because this is what we found, most people, when they look deeper into this project get very excited, they see this as being the best return on their investment of time. If you're serious about tapping into a leverage situation and this is your shot at time freedom, you're probably not going to want to waste any time because the train is leaving the station, and it's going to happen with or without us. Can you see that?

Them: ...

You: So, let me make a suggestion, and tell me if that makes sense to you. The best material you could review is the due diligence package or ur Starter Kit, it's less than \$200. It wouldn't make sense to take the duel diligence package now to review it so you can make an intelligent decision, would it?

Them: Not yet I need to see more before I take the package.

You: great, I have a video – I can send y0u a link or we can watch it together. the only thing is I want to schedule a time to discuss it with you after you review everything. Does that make sense?

Them: Call me next week.

You: Let's schedule a time now, I don't want to play phone tag. (Schedule a time.

Follow up materials

If you haven't noticed, a lot of the questions are in a negative form, this is to ensure that you don't put yourself in a box, and **do not sound needy**. In order to be effective, it demands being very nurturing and coming from contribution. The thought that will help you have the right attitude is that you're asking questions to see if your prospect is in fact a hot prospect worth your precious time, your coaching and support, or if it would be a waste of time for both of you to go any further.

Remember that you can say anything to anyone, as long as you say it the right way.

GOOD LUCK!

See you on the beaches of the world!

GSG2017