

Handling Common Objections

In Network Marketing often times we are faced with common objections from people we are sharing our business with. Objections are not a bad thing and we all get them, so don't get upset or discouraged when you are faced with a common objection from someone. It is important to understand that when people object, it simply means the person wants to know more, or that they still have more questions that they need answered before they can make their decision to join you. Knowing this, it is your responsibility to be respectful of the person's objections and learn how to answer them professionally, as your response will help determine the outcome of their decision. Once you practice how to answer and handle common objections, it will become easier and you'll learn to love them!

The three magic words you will want to know for handling common objections are feel, felt, found - these three little words will become your best friends as you master the art of handling common objections. ***"I completely understand how you feel. I actually felt the same way before I started, however, what I found was that..."***

Below are some of the most common objections I've been faced with and examples of how to answer them - I'm sure you all get the same ones over and over again! =)

I don't have the money to get started

I completely understand how you feel, a lot of people on our team have actually felt the same way and have been in that exact same position prior to enrolling. What they've found though is that if they come up with ways to save money - whether it be selling some household items on marketplace, setting aside \$50 per paycheck or borrowing money to get started - if they are willing to learn, we are able to help them earn that money back in bonuses right away through our Smart Start program. If I could show you how to do that would you be willing to give it a try?

The products are too expensive, nobody I know will buy them

I completely understand how you feel, I felt a little hesitant at first about the prices as well, however, once I did a little more research and started using the products myself, I noticed that our products are competitively priced and last a lot longer than most other high end products because of how concentrated they are. We also have an advantage in the industry because we have special ways for all of our customers to get 15% off, free shipping and even free products through our VIP program, which people LOVE! There's nothing better than free products, right?! If I showed you the details of our VIP program so that you could be confident in helping your customers get discounts and save money, is this something you would be willing to give a try?

I'm not a salesperson

I know how you feel because I'm not either! I'm also not looking for salespeople. I'm looking for people who want to earn income by doing what we already do anyway - sharing our favorite products with others! Think about the last time you used a great beauty product, went to a fabulous new restaurant or saw a funny movie in the theaters... afterwards did you

eventually end up telling your friends about that product, restaurant or movie? (They will say yes) Well that's what we do, we share our love for these products with others & then they end up loving the product as well and sharing it with their circle of friends and before you know it, you have a great business unrolling right before your eyes - it's amazing! I know it's something new for you but if I were to train you and help guide you every step of the way so that you could get started on the right foot, is this something you would be willing to give a try?

I don't know anybody

I completely understand how you feel, I felt the same way at first! However, what I found was that this was a great way for me to meet new people and I've made some of my closest friends through this business! If I were able to help you do the same and provide you with tools that will help you reach out and meet new people as well, is this something you'd be willing to give a try?

I don't want to bug my friends

I completely understand how you feel, I don't want you to bug them either and I actually felt the same way at first! What I found is that I haven't had to bug my friends at all. I simply share what I'm doing with people I know and then ask if there's anyone they know that could benefit from the products or earning extra income working their own hours from home. Often times after asking this, people identify themselves. We refer people all the time to our favorite businesses, this is no different. If I helped you get started without bugging your friends, is this something you'd be willing to give a try?

I have to check with my Husband

Awesome, I know that feeling! I think that is great that you make decisions together. Can you think of any questions upfront that you know he'll ask you when you present him with this opportunity? (*This gives you a chance to answer HIS objections before she talks to him so that she has all the answers prior to the conversation.*)

I need to try the products first

I completely understand how you feel, I felt the same way at first! However, what I learned was that Monat has a 30 day money back guarantee, so I knew I could get started with nothing to lose! I figured if everyone else loved it, I probably would too so I went all in! If I helped you return the products if you don't end up loving them, would you be willing to get started today?

The products are small for the price

I completely understand how you feel, I felt the same way at first. However, what I've found, along with everyone else, is that our products are so pure and so concentrated that you don't have to use nearly as much as you do with other hair care lines. They have actually lasted me twice as long as my other shampoos and my hair has never felt better. My customers also love getting discounts, free shipping & free products through our VIP program. If I shared more details on that with you so you were confident sharing it with your potential customers, is this something you'd be willing to give a try?

I could never do what you do

I understand how you feel because this is new for you, however a lot of our team felt the same way prior to joining. What they found out was that we're all learning together and it's an amazing thing to be a part of! You've got myself and a wonderful team that will help you every step of the way so you've really got nothing to lose simply by giving it a try. You'll never know if you don't try & I'd hate for you to miss out on something really great. If I hold your hand and help train you and guide you in the right direction so that you've got nothing to worry about, is this something you'd be willing to give a try?

I hope this document helps you out when handling common objections - be sure to use it as a guide and always cater to the person you're talking to, no customer or potential Market Partner is ever the same. Go rock it ROCKSTARS!!