

Overcoming Objections

©Rockin Robbins Networking Team- not to be reproduced without permission
By Sarah Robbins, Independent Consultant

I like to answer questions and handle objections by sharing stories of people they can relate to whenever possible. I also like to use the “feel/ felt/ found method” so they feel validated; I might say, “oh, I understand how you feel. My partner ‘so and so’ felt the same way when she got started...but here’s what she found out...”

Below are examples of how to answer common objections:

No Time- "I understand how you feel. I felt the same way when I got started. I was teaching kindergarten full time, and working this business very part time. But that’s not uncommon. We’ve found that most people work this business on very part time hours. Busy people find a way to make it happen- working it into your everyday life on your own time, in just about 10-15 hours per week." Again, tell stories where possible of people who are working this part time achieving results!

No Money- “I can appreciate that. Many people are in the same place because of the recent recession. Because money is tight, this is all the more reason to join us! What if I can teach you a simple way to make the money back with our fast start bonuses, during your first month?” (*share fast start bonuses...if they still cannot start, then share other ideas to save up for the kit: such as having a garage sale, selling gold, auctioning household items on eBay, or take out a loan)

Don't want to bother friends- “Thank goodness! I don’t want you to bug your friends and family either! That is not what I do. I share what I’m doing & pick their brains to see if there’s anyone they know this would be great for. I find what people have need of and then I try to fill that need, whether it be to help a skin care concern or a need for extra income. I simply use a referral approach, asking them who they know! Sometimes they identify themselves! We do that all the time—asking for referrals for babysitters, dry cleaners, etc!”

Don't know anyone- Again, stories are powerful! I would share with them my story-when I started this I had just moved, just gotten married...I was a formerly shy teacher in my 20’s, and truly didn’t know many people. But through our proven system I was able to expand my network and not only meet new customers, and consultants, but also new friends! It only takes a few quality people to build BIG!

“What I love about this business is that it’s not necessarily who you know, but people you’ll meet, and be referred to! Plus, this business is a great way to get to know people as well. We will teach you tools to help you reach out””

Pyramid- In my 5 years of doing this business I've only heard this objection once because of my belief and posture—it's so strong that it's not questionable. So if you're getting this a lot be sure to connect with one of your leaders about personal and professional development materials that can increase your belief in yourself, our opportunity, and the profession as a whole. If I got this objection I might say something funny like: "No. Why? Is that what you're looking for?" OR-

"What do you mean by Pyramid? Pyramids are illegal. With pyramids there is no exchange of goods or services. We have an amazing product and a very loyal customer base who are elated with their results! Also, We are members of the DSA (Direct Selling Association.) Let's get back to talking about if the business is a good fit for you—what other questions do you have?"

I'm not a salesperson- "Terrific! I'm not looking for salespeople! I am not a salesperson either. I'm in the business of sharing—our incredible products and the possibility of becoming a turn key entrepreneur with a global brand! I'm looking for passionate people that when they love something they'll share. We're looking for people who enjoy helping others."

I need to try the products first- If they are local, or I can quickly get a microderm paste packet to them, I say, "here, try this now, and you'll see results! This instantly brightens and smoothes the skin!"

I say: "As you know our doctors have a proven track record of product success. These products were a top selling clinical brand in high-end department stores and today get incredible press coverage. This is a learn as you earn business. When you purchase your products as a consultant, you'll get below wholesale pricing. You'll be able to try them all as you're getting started, and all the while build a really great business! In the meantime the company provides jaw dropping before and afters as well as incredible clinical studies"

I would ask them if they have any final questions then say:

"On a scale from 1-10, how interested are you in the opportunity?"

If they say 5 or higher, I would say: "what would make you a 10?"

This works very well, as it exposes their final objections that you can answer.

©TeamRockinRobbins.Com- Sarah Robbins, Rodan + Fields Independent Consultant
Not to be reproduced or reposted on any site or social media group without permission