



30 Days to Healthy Living and Beyond Client **Support Guide**

Conducting an effective healthy living program is more than just selling some nutrition products. To set up your Client for success, you need a structured plan for support, follow-up, motivation, and guidance. This guide is designed to give you a proven system to help guide your Clients through the 30 Days to Healthy Living and Beyond program, establishing a relationship that can be nurtured and grown.

This starts with a commitment from you.

Consultant Commitment

- I have personally completed or am currently doing the 30 Days to Healthy Living and Beyond program.
- I will only add Clients to the 30 Days to Healthy Living and Beyond program who are “all in” and have purchased the Nutrition ASVP.
- I will consistently coach my Clients according to the steps listed below and will document everything on the 30 Days to Healthy Living and Beyond Client Tracker.
- I will participate in the 30 Days to Healthy Living and Beyond Facebook group, helping answer questions and offering encouragement.

Follow the steps below.

Be sure to document everything for each Client on the 30 Days to Healthy Living and Beyond Client Tracker (located on The Source).

Step	Action
1	Prepping <ul style="list-style-type: none">• Place your Client’s order for their Nutrition ASVP.• Give the Client the 30 Days to Healthy Living and Beyond Cheat Sheet (on The Source).• Let the Client know they earned Preferred Rewards as a result of their ASVP purchase.• Record the order in your Client binder, or your preferred record keeping system.• Add the Client to your Client Tracker (on The Source).• Ask for a referral: “Who else might want to do this with you? It’s so much more fun to do together and it helps with accountability too. Post on Facebook what you’re doing — you might be surprised who wants to join you. If you do find someone else, I’ll give you a free product!”

Step

Action

2

Monday Before Start

- Add the Client to your 30 Days to Healthy Living and Beyond Facebook group.
- Explain the Healthy Living Facebook page to the Client and invite them to join.
- Email the Client the 30 Days to Healthy Living and Beyond Welcome Email (on The Source).

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Friday Before Start

- Connect with the Client to ensure they have visited the 30 Days to Healthy Living and Beyond Facebook group to explore the recipes and read all the posts.

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Weekend Before Start

- Call the Client Saturday or Sunday before they start to make sure they have their Arbonne products, menu plans, and groceries.
- Go over a typical day in detail.
- Remind them to weigh, measure and take their “before” photo on Monday morning.
- Talk with the Client about their goals and the results they hope to see at the end of the 30 days.
- Answer any questions they might have.
- **Share this TIP:** “Post on Facebook that you are starting a ‘clean eating and healthy living program’ on Monday. It’s really fun for people to root you on, and it really helps keep you accountable. You may be surprised at who wants to join you in this. You can even tag me and I’ll root you on too!”

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Week 1 / Day 1

- Connect with the Client to get their starting weight and measurements.
- Enter the starting weight and measurements in the box on the Client Tracker.
- At the end of day 1, connect with the Client after dinner to review what they ate and drank throughout the day in detail.
- Ask them specific questions:
 - When did you wake up?
 - Did you have your Digestion Plus in the morning?
 - When did you have your first shake?
 - How did you make the shake?
 - How much fibre did you use in your shake?
 - When did you eat again after the first shake?
 - What did you have for snack?
 - How much water did you drink?
 - Did you have your Energy Fizz Sticks and Herbal Tea in addition to plain water?

NOTE: Some people will want to start with ¼ scoop of Daily Fibre Boost in each shake, but this could vary. Also, if they are doing something wrong, you want to catch it that first day.

- Make any adjustments needed with the Client to make sure they start their program right and feel great about it.
 - **For example:** “Let me know which shakes and meals you are loving the most this week. You can even post pictures of your fun recipes or shakes on Facebook. Tag me so I can see too.”

Step

Action

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Week 1 / Day 3

- Check in with the Client to ask how their program is going and how they are feeling.
- Help them make any adjustments needed to their daily plan.

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Week 1 / Day 5

- Check in with the Client to make sure that they are equipped and ready for the weekend.

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Start of Week 2

- Connect with the Client to see how their weekend went and to get their weight.
- Enter the Client's weight (or difference in weight since last week) in the box on the Client Tracker.
- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends and remind them that you will give them a FREE product gift for any referrals.

— **For example:** "Wow, you are having great results. You should post your testimonial on Facebook and tag me – you could really help others get encouraged to get healthier and do it too! Plus, I'll give you free product gifts for referrals!"

NOTE: If they have already begun referring Clients, begin talking with them about becoming a business partner or invite them to a Discover Arbonne presentation.

— **For example:** "Since you are already referring people, we should chat about upgrading to a Consultant. This way, you can get paid and start building your own team with your referrals. Have you ever thought about doing something like this?"

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Week 2 / Day 13

- Call to ensure the Client understands how to use the Body Cleanse. Refer to the Body Cleanse Meet the Product sheet on The Source.

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Start of Week 3

- Connect with the Client to see how their weekend went, to get their weight, and to make sure they like using the Body Cleanse, or give them ideas to adjust as needed.
- Enter the Client's weight (or difference in weight since last week) in the box on the Client Tracker.
- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends and remind them that you will give them a FREE product gift for any referrals.

NOTE: If they have already begun referring Clients, begin talking with them about becoming a business partner or invite them to a Discover Arbonne presentation.

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Week 2 / Day 16

- Text to check in and see how they're feeling.

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Start of Week 4

- Connect with the Client to see how their weekend went, to get their weight, and to talk about whether they have achieved their program goals.
 - If they have NOT achieved their goals, encourage them to order another Nutrition ASVP and continue on in the next group.

For example: “That’s still great progress! What most people do if they haven’t completely reached their goals is continue for another month. Can I get you another set of the products and add you to the next group?”

- If they HAVE reached their goals, let them know you will add them to the Maintenance Group at the end of the program and talk about placing an order for the products they will need to continue with their new healthy habits and lifestyle.

For example: “You’ve done so great! What most people do at this point is continue using all of the products, except the Body Cleanse, on a regular basis. You just might shift to using one of each item a day instead of 2, although I still drink two Energy Fizz Sticks a day.”

- Enter the Client’s weight (or difference in weight since last week) in the box on the Client Tracker.
- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends and remind them that you will give them a FREE product gift for any referrals.

NOTE: If they have already begun referring Clients, begin talking with them about becoming a business partner or invite them to a Discover Arbonne presentation.

- Give the Client their arbonne.ca user name and password for their records, even if you are placing their next order for them.
- Make sure the Client knows how to get the best deal by placing at least a \$195 order each time. This is also a great time to let them know about Arbonne Autoship.
- Inform the Client of their available Preferred Rewards.

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Week 4

- Give the Client an RE9 Advanced® sample as a gift with the 30 Days to Healthy Living and Beyond Congratulations postcard (on The Source).
- Text the Client and share the Arbonne RE9 Advanced video from the Digital Toolkit and let them know that their sample is coming.

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Post Week

- Connect with the Client to see how their weekend went, to get their final weight measurements, and “after” photo.
- Enter the Client’s weight (or difference in weight since last week) in the box on the Client Tracker.
- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends and remind them that you will give them a FREE product gift for any referrals.

NOTE: If they have already begun referring Clients, begin talking with them about becoming a business partner, a healthy living coach or invite them to a Discover Arbonne presentation.

- Invite the Client to join the Maintenance Group on Facebook if they are continuing on.

