

# HANDLING COMMON OBJECTIONS

Everyone gets objections! It is human nature for someone to say "no" or to be skeptical. Accept it and embrace it. By reading and studying the following you will become very comfortable when approaching prospects.

## FORMULA FOR LEARNING

- Know the common objections
- Write them down
- Practice responses
- View them as opportunities to improve and become more comfortable and to have further communication with your prospect

## COMMON OBJECTION FOR PRODUCT

- I already use something I love
- I have sensitive skin (problems)
- I don't have any money
- I won't spend the time
- I just purchased another product
- I am not a makeup person
- I have tried everything and nothing works

## SCHEDULING OBJECTIONS

- I don't have time to do presentation
- Everyone has had parties
- I don't know anyone
- I don't do parties
- I want to do it but I can't right now

## COMMON OBJECTIONS FOR BUSINESS OPPORTUNITY

- I don't have the time
- I work another job
- I have already tried network marketing
- My spouse won't let me
- I can't sell
- I don't know any people
- I don't have the money

## WHAT TO DO

- Validate the concern or objection
- Agree with their objection. Do not be argumentative
- Be conscious of what it is that they need or desire
- Use feel, felt, found

Remember, there is a delicate balance between overcoming an objection, and trying to "CONVINCE" someone. If you see that you are trying to 'convince someone', take it away and say "It sounds like this isn't a fit for you. That's fine; who do you know that might like this?"

## EXAMPLE

- "I understand that you are a busy person Jane! That is exactly why I thought Arbonne would work so well for you. Our samples, audios and videos will support you in your efforts to build a business and fit your business into your busy life. And, I know how much you WANT to be able to get out of your job (make a difference in your finances...make a difference in your health,

your skin, etc). So, if there are no further objections, I would like to go ahead with the application and get you started making money TODAY!"

## PRODUCT OBJECTIONS

### I DON'T HAVE TIME TO TRY THE PRODUCT

- "I understand how busy you are. I certainly don't want to interfere with your busy schedule. I really would love to get your opinion of the products and I know how much you love skin care (or whatever is relevant) so what would be a convenient way for us to get together for you to try the products."
- "I understand how busy you are. I don't want to add more to your schedule. How much time are you thinking this would take?"
- "Yes, I know that you are very busy. I thought of you because Arbonne skin care products are for the busy person who doesn't have time to seek out products but is interested in quality and convenience. If I promise to keep the introduction short, can you find a way to create some time that might work for you and me? I just want you to try the product and compare it to what you are using and get your opinion. It doesn't have to take very long at all."

### I ALREADY USE A PRODUCT AND I AM HAPPY WITH IT

- "That's great! You do? I would love for you to try my product and compare it to what you are currently using. I love showing Arbonne to people who already appreciate the benefit of using skin care products."

Get them to talk to you and ask questions. People love to talk about their skin and skin challenges.

- "Tell me, what are you currently using?"
- "How long have you been using them?"
- "Are you using the complete system or just a few products? "

Prospect says: "I am pretty happy so I don't want to try anything else."

- "I completely agree that trying another product might seem peculiar when you are already happy. However, it might interest you to know that so many of my Arbonne customers are people who were extremely happy with their current skin care but once they tried Arbonne they could not believe the difference. Why not try the products and see for yourself. After you do, if you still feel that your current product is better, I would recommend that you stay with your current product. If not, we can go from there!"
- "Is this like \_\_\_\_\_ product?"

Don't put your foot in your mouth. They might be using that product and happy. Or, they might be unhappy or have had a negative experience. You need to gather information.

Respond with a question and use one of the questions from below:

- "I don't know. I don't use that product. What do you know?"
- "Would you like it to be?"
- "What do you know about the \_\_\_\_\_ products?"

## **NOTHING EVER WORKS FOR ME!**

- “I understand what you are saying. It is so difficult to find a product that works. It might interest you to know that many people who have shared the same concern have found that Arbonne is the first product that has worked for them! Why not try this and compare it to what you have used in the past. I believe you will be amazed!”

## **CAN'T YOU JUST GIVE ME A SAMPLE OR INFORMATION?**

- “I sure can. When would be a convenient time to bring them by?” (You want that opportunity to get face to face and to be able to explain your samples.)

Prospect says: "Just leave them in the door or mail them to me."

- “I really need to come by and show you how to use the samples. Arbonne is very concentrated and it is really important for me to show you the amounts to use to get results. Besides I can do this in just a few quick minutes. Maybe we can connect someplace. If not, I can bring them to your home.” (You want face to face contact. Once you arrive the person asks questions and it often leads to something more.)

## **I DON'T HAVE ANY MONEY RIGHT NOW**

- “I understand completely. I am not asking you to purchase products right now. I am just interested in having you try the products and compare them to what you are using. I would love to see if you find these products to be as amazing as I have! If you decide you love them as much, there are many ways to get the products at a substantial savings or even possibly free.”

## **I HAVE ALLERGIES AND CAN'T USE ANYTHING**

- “I can appreciate that! So many people that use Arbonne with success are people who could not use anything previous to Arbonne. Because you have such sensitive skin, I would love for you to try the products and compare them. Can you imagine? If you try the products and they work for you, you will be so pleased and probably want to tell others about them.”

## **I JUST PURCHASED A BUNCH OF PRODUCTS. I WISH I HAD KNOWN ABOUT ARBONNE**

- “That's okay. I understand completely. Why not try the products and see what you think. If you like these products as much as I think you will, we can find a way to gradually work them in, once you run low on products.

# SCHEDULING OBJECTIONS

## I DON'T HAVE THE TIME TO DO A PRESENTATION

- "How much time do you think it will take? I know you are busy but you do love the products and it would be a great way to earn some of your products!"
- "I know you are a busy person that is why I would appreciate it so much if you could fit it into your schedule. I would really appreciate it."
- "Would you be open to the idea of a presentation at your church? Office?"
- "Would you be open to collecting orders by passing the catalogue?"

## EVERYONE HAS HAD 'PARTIES' IN MY NEIGHBORHOOD

- "That is great! That means that they like doing this sort of thing. The really wonderful thing is that they have never tried Arbonne before and it won't be like all of the other things they have gone to. People really love the educational aspect of our presentation. It really isn't like the average party. If you plan it, I am sure you will get the interest. If they like doing this sort of thing, they would probably welcome the idea."

## I DON'T KNOW ANYONE

- "I understand what you are saying. Many people feel that way. However, once you start making a list of neighbors, friends, relatives, the list can grow and grow. Why don't we schedule a date that is convenient for you and me and then I can help you build a list. I know how much you want to get your RE9 products and this will be a super way to do that. (Help them by asking about church, gym, pre-school, neighborhood...this is just an gut reaction and once you start making suggestions, they realize the DO know people. What they are really saying is, "I am nervous that no one will come."

## I DON'T DO 'PARTIES'. I AM NOT THAT KIND OF A PERSON

- "I understand completely. However, it might interest you to know that Arbonne tends to attract the kind of person that doesn't usually have get-togethers of this nature because of the type of presentation it is. It is fun and educational and people have never heard of Arbonne before."
- "You can benefit by receiving some fantastic anti-aging products!"

## I WANT TO DO IT BUT I CAN'T DO IT RIGHT NOW

- "I understand completely. What I would like us to do right now then is pick a date in the future to do the presentation. I am very busy booking presentations and I want you to have first shot at some of the better dates."

Prospect says: "No...I really don't know what I will be doing then."

- That's fine. I will call you next month to see how your calendar looks. We can arrange a date then.

# BUSINESS / SPONSORING OBJECTIONS

## I CAN'T SELL

This is an emotional issue. The person doubts her/his ability. Let the person know that the statistics for higher sales are on the side of a person who has not done this before. The reason is because a person who has never been involved in direct sales is open for what will be taught. There are no pre-conceived notions of what should or should not be.

- "I understand how you feel. I don't consider myself a salesperson either. But once I fell in love with the products I couldn't contain my enthusiasm about the products. So many of the people who represent the products said the very same thing...they said they would never do sales. It is just like sharing a great movie or recipe! Besides you will be in business for yourself but not by yourself and I will support you in your efforts to get your business going."
- "We have great training that will show you how to do this business."

Your response when this objection is brought up:

- "Great, we're not looking for sales people. We're looking for people who like people and want to share a wonderful product."
- "If we could work past this doubt you have, are there any other things holding you back?"

## I DON'T HAVE THE TIME

Let the person know that most people who become Consultants wonder how they will have enough time to "do it all"!

Your response when this objection is brought up:

- "Time management is something that you will learn at the training that is provided. You can work as much or as little as you choose. There are no set hours. This will give you the flexibility to meet your family commitments. Each consultant works out their own schedule."
- "If we could work past the time factor, are there any other things holding you back?"

OR

- "I hear what you are saying! The funny thing is that most people don't have the time because they are so stressed in their lives with all the demands of work and home responsibilities. Your Arbonne business can work along side your current job (situation) and develop into something that could lead to independence for you."

## I COULD NEVER DO WHAT YOU DO

- "What is it about what I do that you feel you could not do?"

(Usually it is selling, or speaking in front of others. Answer as you would when they say they can't sell.)

## I WORK ANOTHER JOB

- "Arbonne is the perfect fit for people who want to create an additional income stream while holding another job. It is so flexible and you truly would be your own boss with Arbonne. With time, many people find that their Arbonne income grows to a point that allows them to walk away from their current job...that is, if they want to."

## THIS BUSINESS IS NOT FOR ME

This may be true, it's not for everyone. It is your job to find out if this statement is aimed at lack of confidence, or a way of distancing her/him from you out of fear. It could also be because of an attitude about direct-selling in general. Do not react, argue or become defensive. This feeling is not directed at you personally. This person is communicating something to you.

Your response when this objection is brought up:

- "That's interesting; tell me why you feel that way. Why not tell me everything you know about this business, specifically about Arbonne."

If this does not warm the person up, let go and move on. Be sure to thank the person for sharing their feelings so openly with you.

## I HAVE DONE NETWORK MARKETING BEFORE AND IT DIDN'T WORK FOR ME?

- "Really? What is it you did? (Let them share their experience. Find out if it was negative or positive. Then, Share the benefits of Arbonne that are relevant to their interests and how it can benefit them. "
- "It is unfortunate that you had a negative experience with network marketing. That can happen sometimes. Having the right product and right company can make a huge difference in whether people become successful or not in this industry. Would you be open to exploring your possibilities with Arbonne? I would love for you to see the differences in our company and product. Besides, if you purchased a bad car, you wouldn't stop purchasing cars would you? Not all companies are alike and it is an awesome industry! "

## MY SPOUSE WON'T APPROVE OF ME DOING A BUSINESS

- "What is it about the business that you believe your spouse would not approve of?"
- "If we move that objection aside, is there anything else that might be an objection for you?"

Often it is not the reason. There is a hidden objection. Find out what it is.

If it truly is the reason, you can offer together with the spouse.

- "I think you would be great at this. I would love to give you an audio tape about our industry and Arbonne or get together with you and your spouse to create some awareness about having your own home based business with Arbonne. When would be a good time to do that?"

Don't assume anything when this objection comes up. The prospect may be dodging you and is using someone else as an excuse out of fear or doubt.

Your response when this objection is brought up:

- "If we can work past this, would there be anything else holding you back? Which part of this business do you think would bother him/her? Would it help if you and I both sat down with him/her so that he/she would know exactly what is involved? Sometimes spouses are resistive when they don't have facts and feel left out of the decision. You may want to sit down and let him/her know why you feel Arbonne will benefit the family, and that without his/her support, it would be very difficult for you to try to pursue this."
- "There are so many stories of spouses in Arbonne that were very negative about their spouse starting an Arbonne business.