

There are two kinds of people in this life:

- ❖ *Those who walk into a room and say, "Well, here I am!"*
- ❖ *And those who walk in and say, "Ah, there you are"****

Easy ways to create rapport:

1. Identify with them:

- "I can appreciate what you are saying"
- "If I were in your shoes, I'd feel the same way"
- "I understand exactly what you mean... I've been in that position too"

2. Agree with them

- "Welcome to the club. I've never thought of myself as a sales type, either!"
- "I agree, on the surface, the prices do seem high."
- "I totally agree – you should think this over. It's a very important decision."

3. Apologize when appropriate

- "I can see I've caused you to misunderstand me. Please forgive me.
What I meant to say was...."
- "I gave you incorrect information, I sincerely apologize".

4. Get their permission to ask questions

- "It would be helpful to me if I could understand your situation a little better.
May I ask you some questions?"
- When they say no....* "May I ask why?"
- "With your permission, I will explain how it works"
- "May I make a suggestion? Why I don't I show you the compensation plan
and then you can make an informed decision... fair enough?"

5. Thank them for their feedback

- "I am really glad you brought that to my attention."
- "You've made me a better distributor today. I'm going to take immediate
action to make sure this does not happen again. Thank you!"

Taken from Hilton Johnson's Buffers and Easy Exits, Networking Times Magazine.

**** How to Talk to Anyone, 92 Little Tricks for Big Successes in Relationships by Leil Lowndes*

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