



Building Rapport an Overcoming Objections!

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1. ***What common objections have you faced?***
 - **SS#**
 - **I don't have enough money!**
 - **Pyramid scheme**
 - **MLM objections**
 - **DoTerra**
 - **YL customer service issues: my friend signed up and was put in a random group, wrong information given, order didn't process in a timely way, etc**
 - **Website keeps crashing and my people can't get their orders placed**

2. ***Feel-Felt-Found***

3. ***A few simple skills help to build rapport and trust!***
 - **Buffer**
 - **Recap what you heard**
 - **Basic qualifying questions (BQQ)**
 - **Easy Exit if needed**
 - **May I make a suggestion?**

4. ***Let's role play and practice some of these skills!***
 - ***Example: "I don't have the money"***
 - **It's NEVER about the money. They don't yet understand the VALUE of what you are offering.)**
 - **Buffer**
 - **Easy exit to make it easy for the prospect to say no, enabling him to relax**
 - **Find out if money is the only issue**
 - **Build value (getting the prospect to tell YOU the benefits)**
 - **May I make a suggestion?**

5. ***Get free daily biz tips: <http://www.mlmu.com/free.html> "A great communicator is not someone who knows how to give a speech. A great communicator is someone who knows how to ask questions."***