

beauty secrets  
COMMUNITY

## OBJECTIONS!

Objections & questions from both customers, but especially new buddies; who have just seen a presentation, are something many are "afraid of". And, this is something we need to turn around, and change, as objections are actually a sign that your future business buddy is **CURIOUS** to know more!! It's a sign that person is interested, and need more information before he / she signs up! Often, it's actually those with objections who starts, and **STAY** in business!!

So, start to look at **OBJECTIONS** as something **GOOD**, and be **HAPPY** when you're receiving questions - don't be scared or afraid of them, as; objections are a very positive sign!

There are many ways to handle objections. The first thing, which is important to have in mind, is that the objections you get, should come only **AFTER** a presentation, not **DURING** your invitation!! If you receive objections / business questions during the invitation, it's a sign that you have said **TOO MUCH!**

The invitation (where you invite a person to hear more about the business) should be short, simple, creating curiosity and also; touch on the goal of the person you invite: **WHY** should he / she take the time to look at this business information? You should **NEVER** start presenting **WHILE** inviting - **NO INVI-PRESENTING!!** Instead; link interested people on to our online business briefing, use our video presentations, or do a one-on-one presentation, if you are comfortable with that. And; objections: should come **AFTER** the presentation!

Also, be aware of the most common mistake when handling objections - which you should avoid; looking at objections as a challenge to your credibility! It's not! Remember, it's normal for people to doubt, and to be careful before they jump into something new. Starting a new business is **HUGE** for most people - so, of course people need to be sure about this before getting started! It has nothing to do with **YOU** - it's all about **THEM!** Behind all objections are curiosity & a person who want to learn more - by asking questions, that require answers! Your new buddy needs security; they want to make sure **YOU** know what you're doing, to feel safe about what he/she is joining! If you are insecure/doubtful, the person you are talking with, will also be in doubt..

Therefore, **BE PREPARED** - and, while you work and as you go, write down all the objections you get, so you can "practice" your answers to the different questions! Know this; it will be the same questions, coming over, and over, and over again! You only do, and learn, this business once, so, when it comes to objections - it's something you will learn how to master as you go, and eventually you will start loving objections, as you have the answers ready and feel confident, knowing your business! Learning by doing!

One last thing, before we get into specific examples and answers to the different objections: **WHATEVER OBJECTION** you get: **NEVER** try to **DEFEND YOURSELF**, or say: "NO, it's not!"

This does **NOT WORK!** What often happens if you do this, is a discussion between the person, and yourself, and, this is **NOT** what you want. The better way to handle objections is asking questions, as well as **LISTENING** to the person in front of you, to figure out; what is their actual fear/doubt, and how can **YOU** help / serve **THEM?**

In the beginning, while you're new yourself, and while learning, know that it's **COMPLETELY OK** to be honest if you're getting a question you don't know the answer to! Simply just say: "You know what, I've never been asked this question before, so I'm actually not 100% sure! I'll find the answer, and get back to you later today - is that ok?" It's **MUCH BETTER** to be honest **VS** "acting" like you know everything, when you don't!

Be honest, nobody knows it all - that's what we got the **TEAM** for! ☺

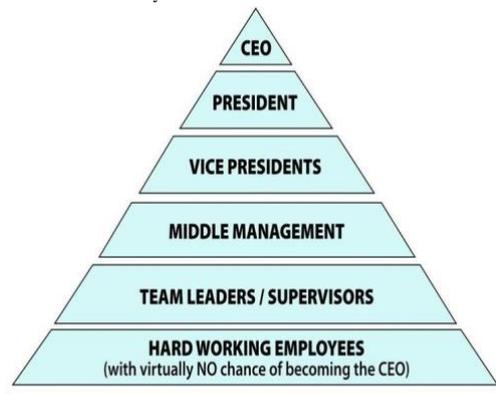
**ALSO**, if you are brand new - you could do a "3-way-call" with you, your new buddy & one of your upline / business-mum. If you do this, remember to ask both your upline **AND** your potential buddy, if this is **OK** with them, as you are new to the business yourself, and your upline / business-mum could be there to help answering objections / questions from the new person. Do this together with your business-mum 3-4 times - be online yourself, listen & learn by watching your business-mum, so you can do the next ones by yourself ☺ Monkey see, Monkey do! Use your upline / business-mum for the right things, no product-, prices- & website questions - we have Nu Skin for that - an upline is there as a **BUSINESS** tool! Use it smart!

## TYPICAL OBJECTIONS;

**"Is this a pyramid scheme?"**

- ANSWER WITH A QUESTION to find out what the person actually mean; "What do you mean when you say a pyramid scheme? Do you mean an illegal scheme / money game, or, something else? "
- Wait for an answer, and then assure the person that you are NOT a part of anything illegal:  
"Pyramid schemes are illegal, and certainly not something I want to be associated with or engage in! I run a serious & legal business, the company we work with has existed for nearly 40 years (1984), is listed on the NY stock exchange, and are also part of the direct sales association in the countries we exist - this by itself is a sign that it's legal, no gambling or money game..! Also; we work with PRODUCTS, vs a pyramid scheme is without physical products; you invest money in something without receiving a product in return, and, there is always a whole bunch of people who have to lose money, for a few on the top, to make. I hope you see that this is not what we are doing here?"

If they start talking about the structure of the business, that someone is sitting at the top and making money - it's smart to familiarize yourself a little with our business plan so you yourself are 110% sure that this is not how our



business plan works. It's not necessarily the person who started FIIRST, who earns the most - this is a fair business plan, where YOU get paid for the EFFORT you put in - unlike in a regular business, where there is ONE CEO at the top, while many others are "hard working employees" on the bottom; which always make less then the business owner; who makes money of the job the employees do. Our business plan is the opposite; anyone can become a "CEO", and reach the top of the compensation plan, regardless of what the person who linked you in does / doesn't do. If you do a better job than your sponsor, you will also earn more then your sponsor!

**"No Thanks! Looks like a Pyramid Scheme!"**

?? It's absolutely perfect, that's exactly what this can give, and why I got started as well! Let's work together so we both can get more freedom & time??"

- **"I don't have time!"**  
- "Ahh, exactly - you want & need more time as well
- **"I don't have money!"**  
- "Ah, I'm the same! And, that's the reason I thought of you - how quickly do you want to get started, so you can learn how to make your first \$\$? How much do you want to make a week / month??"
- **"I don't know how to sell" / "I'm not a salesperson!"**  
- "Perfect! Neither do I! Most people who do well in this business are actually not good at sales, so, that's a great benefit for you too! Let's get started, and I'll show you how you can use your strengths, and what you're good at, to build this business and income??"
- **"I don't want to make money by using my network, friends & family"**  
- "SAME! Me neither, and that's why I love this business! We work with high quality products that people actually need & love! We spread good vibes & inspiration, lift others up and encourage people to take care of themselves - an absolutely fantastic feeling; when you help others & make people happy! Is that something that is important for you too? "
- **"I don't know enough people, and those I know are not interested in products"**  
- "That's great! Then this is absolutely brilliant for you, it's a perfect way to expand your network / get to know new and positive people, if that is something you would like to? Get to know new people / get new friends??"

**General tips & advices !**

- Answer with a question to find out what the person actually mean - NEVER start to defend yourself!
- After you ask a question - do not continue to talk / try to "convince", be quiet, and wait for an answer!
- Use your story if you recognize yourself in the person's concern: "I understand exactly what you say, I felt the same, and after I started I have found that ....." - Share your why, your story & experience!