

ADDRESSING COMMON CONCERNS WITH QUESTIONS

I WANT TO THINK ABOUT IT

I understand...is there someone in particular, like a sig other or a parent that you really desire for them to weigh in on your decision? What do you think they'll want to know? May I answer that for you now so you'll feel better equipped to respond? **OR** I understand....may I ask...is there anything else particular that I could help clarify for you or dig into as you're considering it?

What we usually do, for folks that want to sleep on it, which I totally understand, is do a pillow test lol! B/c you probably already know in your heart if this is something you really want to do and most likely your brain is just trying to justify or logically rationalize why this is or isn't a good idea....So may I give you some homework?

Make 2 columns and write WORST/BEST – I want you to brainstorm for \$100 what's the worst/best thing that could happen if you became a part of our MK community. And then you sleep on it – and usually either one of two things will happen...either you don't think any more about it at ALL – in that case...it's probably not something for you right now....or the other thing that could happen is.....you can't get it off your mind....in that case, it's probably an indicator that it's probably something you ought give a shot. Sound good? So when's a good time for me to follow up with you tomorrow?

And listen, when I give you a ring tomorrow, can we just agree that regardless of what you want to do, that you'll let me know either way? I want you to know it's 100% great with me either way – of course I'd LOVE to work with you – but what I want MORE is what YOU WANT...and if that means you are best served by just staying a customer of mine – then that's great too – we both still win! Deal? But if I don't know – it's like when you're dating and the guy doesn't have the courage to tell you he just wants to be friends and you never hear from him...it just leaves you wondering...what happened to him? Lol! And I still would love to have you as my customer no matter what, deal? Lol!

WAIT UNTIL

So it sounds like now doesn't seem like a good fit b/c _____, right? Well what would you think about this....what if you got your starter kit now fully recognizing you are in a "season" right now and then used this time to get acclimated to the products and the training...and just sell as a hobby.....then as you grow out of this season when you're ready to really make a go of it – you can hit the ground runningwith an EDGE b/c you already are familiar with so much...

I DON'T HAVE THE TIME/I AM TOO BUSY

- If I could teach you how to find an extra couple hours each week and show you how to turn that into an extra \$100 ...and then eventually grow that into more like \$200 for a couple of hours – do you think you would want to find the time?
- If I could help you make an extra couple hundred dollars/month would you desire to find the time?
- What are you missing out on now that you want to have more time for?
- (must say with tenderness and soft tone) Ok let's fast forward a few years from now – let's say 5 years in the future...and if nothing change then where will life inevitably take you?

I DON'T HAVE THE MONEY

- Who do you know who would support you in helping you start?
- If I could show you a way to earn the money for your starter kit through me giving you a satin hands set to demo or doing perhaps a mascarathon....would you be open to trying?
- Ok if it wasn't for the money...like if \$100 just dropped from the sky...what else, if anything, would keep you from getting started?

I'M NOT THE SALES TYPE

(say in curious tone) Now what do you mean by "sales type?" What makes someone pushy?....do you have any of those characteristics? I wouldn't want you to become a pushy sales person either, because they don't get very far with people.

Customers might invite you to their home once, but they won't invite you twice. Would it surprise you to know, the most successful sales people build a SUSTAINABLE business – and that's built on RELATIONSHIPS and trust. So how are you great at building relationships?

The fact that you are concerned about being pushy alone...is evidence to me...that you don't have it IN you to BE pushy lol!

- If you did this business, how would you want people to think of you?
- How did you feel about your skin and makeup after our appointment?....would you want to share/pass on that feeling to others?
- When we had our appointment, did you feel like I was a sales person?
- You/your friends took home products after our appointment, how do you think I was able to sell those products?

ADDRESSING COMMON CONCERNS

CONTINUED (2 OF 2)

I CAN'T SELL

- Can you tell me more about that?
- How have you liked the products?
- What products are your favorite?
- How do you feel about just sharing the products with family and friends?
- Who do you think would support you in your business?
- What support/training would you need from me?
- What do you think about being able to share the joy of the product without the pressure of meeting a sales quota?

I'M TOO SHY.

- (must say with tenderness & low soft tone & a little bit of humor) ... Do you like being shy? (wait for a response) I've never met anyone who was shy and loved being shy (smile)
- What do you think about using this business as a way to grow your self-confidence?
- How could this opportunity grow your confidence?
- How would you feel if you had a script for appointments?
- When do you feel most confident?
- How would knowing you will have a support system make you feel?
- Who do you know in your life that would support you as you started?

I AM NOT LIKE YOU.

- What about yourself do you like?
- What qualities do you possess that you would want to share with others?
- How can these qualities be used in this business?
- Who would you want to inspire with this business?
- What training would you need to feel equipped to do this business?

MY CHILDREN ARE TOO SMALL.

- How could the business positively influence your children?
- What qualities do you want your children to think of when they think of their mom?How would being a part of this business grow that in you?
- What amount of flexibility is important to you to raise your kids?
- How much time would you desire to work the business keeping in mind the age of your kids?
- Who do you know who might be willing to watch your kids three hours a week while you work?
- What kinds of things would you use extra MK \$ on to support your family/kids?

MY HUSBAND...

- What questions/concerns do you think he would have? Would it be OK if I addressed those with you now so you feel more equipped to respond if he asks you those?
- How does he usually support you when you want to try something new? You think this would be any different?
- How do you think he would feel about it?
- When would you be able to discuss this with him?...how would he feel about all meeting together? What would make him feel comfortable?

I LOVE MY JOB.

- Could you use an extra \$100/week? How could that extra income feed your passion?
- What do you think of having this be something fun you do on the side but not becoming/replacing your full time career?
- How do you feel knowing that most other consultants build a MK business alongside another full time job?
- What could MK provide for you that your current job maybe doesn't?
- How do you feel about pursuing it as simply a hobby?

I KNOW OF SOMEONE WHO DID THIS AND QUIT.

- Did the fact that she quit surprise you? What qualities do you think would make someone successful at this? Well which of these qualities do you have?
- Do you know of someone who has ever switched jobs? How does one person's experience impact your personal experience?
- What do you think is the worst that could happen if it didn't turn out the way you expected?...what is the best that could happen?
- What is your fear?
- What would need to be different about your experience?

I DON'T WANT TO OBLIGATE MY FRIENDS.

- Who do you know that knows 5-10 people that you do not know? (wait for a response) ... So then do you see how you could immediately work your way outside of the family and friends circle after your first round of appointments?
- In what ways would friends and family be willing to support you?
- Where do your friends buy makeup/skincare from?...would they be willing to support you just by trying the products and comparing the two?
- Who do you know that would want to share their opinion with you about the MK products?

I DON'T WANT TO.

- Is continuing to be a customer more of what interests you?
- How would you feel about passing this opportunity onto anyone you know who would be interested?...who may be interested that you know?
- No not now, or no not ever?... (not now)... may I call you in 2-3 months to see if things are different for you?... (not ever) I understand. If that were to ever change... I am available.