

# GETTING PAST “NO” Quick Reference Guide for Handling Objections

## DON'T SWEAT THE “I'M NOT INTERESTED” RESPONSE

### RESISTANCE TO NEW IDEAS AND PRODUCTS IS A NORMAL HUMAN RESPONSE

An objection is not a rejection, **it's feedback.**

What is the feedback telling you?

Do they have enough information to make a decision?

Do they understand the true value of essential oils?

Do they need to talk with someone else about it?

Do they believe in essential oils and Young Living?

Do they trust me?



#### LISTEN

Pay attention to both the words and the body language.

Ask questions to probe. “Tell me more.”

Restate and reframe their concern for clarity and understanding.



#### ACKNOWLEDGE

“I appreciate your concern.”

“I can see that you're thinking about how essential oils work.”

“I hear what you're saying.”



#### ANSWER

Answer objections with **evidence.**

Tell stories with **examples** to describe the benefits of using essential oils.

Use the essential oils and other products to **demonstrate** your point.

Leave **oil samples** with them to try the products for themselves.

Quote **facts** that you know about YL or the usage of essential oils and the other products.

Give them **time** to digest and come back to you.



#### REPEAT

Ask for more concerns and objections.

The first objection you hear is often not the real objection.

Make sure you're answering the **real** objection.



“THE BEST TIME TO RESPOND TO AN OBJECTION IS BEFORE IT'S BEEN RAISED!”



Did you know that 80% of sales are made on the 5th to 12th contact?

**Remember to always follow up!**

## ANSWERING COMMON OBJECTIONS & CONCERNS

“Essential oils don't work.” – Let them experience it first hand: do a demonstration with the oils.

“Young Living products are so expensive.” – Don't talk price, demonstrate the value.

“It's a pyramid scheme. Is this legitimate?” – Of course it is! Provide facts about MLM's and Young Living.

“I can't sell.” – You're just communicating. Tell your own story about sharing. It's easy!

“I don't want to be that person...” – Tell them your own fun story about all the new people you've met.