

Handling Objections!

Objections are something you will come across, it's normal. The most important thing to ask yourself when you encounter an objection is: **"Is this real?"** Many people automatically give objections because they are very used to saying no. We know that these products and business is incredible. We have to realize most objections aren't real; they are triggered responses due to a lack of information. Here is how to answer to the most common objections.

Products:

1. I don't have the money/too expensive.

Totally understand that. What are you eating for your 3 meals a day right now? Herbalife replaces 2 of your meals a day and the shakes break down to only about \$2/each. I don't know of anywhere else you can get a high quality healthy meal for only \$2? And tastes great! Plus the shakes are super quick and easy to make, and you don't have to worry about going to grocery store or trying to find healthy food while you are out. I have definitely saved money by doing this lifestyle and have never felt or looked better in my life! I so want that for you too!

2. I need to talk to my spouse first.

First ask: *Is your spouse going to be following this program also? (wait for response)* **If yes, Then say...** *If they are there with you now, let's get on a call with them together so that I can explain how the program works to them as well. As your coach, I would be able to clear up any doubt or questions they might have.* **If no, Then say...** *If they aren't going to be following the same program, what's holding you back from getting started today?*

3. I've heard you gain weight when you stop using the products.

Just like with any health habit that you introduce into your lifestyle, when you go back to doing what you were doing before it's really hard to maintain the same results that you had while you were on it. Think about it this way, you eat regular healthy food like chicken and broccoli to help you lose weight right? And you're not going to stop eating that right? So why would you stop doing Herbalife?

4. I don't have the time.

First ask: *How much time do you think you're going to need? (wait for response)* **Then say...** *The great thing about Herbalife is that it actually saves you time so that you can do more of the things that you need time for. It takes less than 90 seconds to blend a shake, and most if not all of our products can conveniently travel with you on the go so you don't have to spend time cooking in the kitchen or stopping at the drive thru.*

5. I purchased the products on Amazon.

First ask: Why did you purchase them on Amazon if I may ask? (wait for response)
Then say... The problem with purchasing on Amazon is that those products are not coming from an official Herbalife warehouse and therefore we do not know what is actually in them. You also don't get a health coach, support system, tips and advice, or a money back guarantee when you buy from Amazon because the products are not verified by Herbalife.

6. I've heard soy is bad for you.

I can definitely understand your concern with that. However, we use Isolated soy protein that is grown from all of our own fields. None of the soy we use has chemicals on it that produce estrogens or anything harmful in the body. Isolated soy is the purest form of soy protein because it breaks down best in the body.

7. I want to do this the natural way/I don't want to take supplements.

First ask: What do you mean by "Natural"? (wait for response) **Then say...** The reason I recommend incorporating Herbalife supplements into your nutrition plan is because the average diet lacks certain nutrients that our body's cells need for energy and burning fat, and these products help to fill in those gaps by giving your cells those nutrients in a way that is convenient, fast, and super tasty.

8. I'm just going to try exercising and see how it goes.

That's great that you want to exercise, I love working out too! But your body is going to need some kind of nutrition to fuel and recover your body from those tough workouts. What would be your plan to make sure you're eating right?

9. I'm not sure, I want to think about it/Do my own research?

Can I clarify anything again for you? Was there any questions you have that I didn't answer? I'm not here to convince anyone to do something they don't want to do, I'm just here to coach people who are looking to get results. If that's not the case, no problem just let me know.

10. I don't want to skip meals.

First ask: What makes you think you would be skipping meals? (wait for answer)
Then say... With this meal plan, you'll actually be eating 4 to 5 times a day. The shakes will replace one or two of your meals, but you'll also be consuming 1 to 2 snacks and 1 full regular colorful healthy meal every day.

Business:

1. Is this a pyramid scheme?

I get this question a lot. Pyramid schemes are actually illegal, and I can assure you I would never be involved in any form of illegal activity, much less on social media.

2. Is this one of those things?

a. *Wait a minute. You have a story. What happened? Have you ever been involved in Network Marketing at some point? What was your experience with it?*

3. I'm not good at sales.

I actually thought the same thing when I got started in this business. But the truth is that in Herbalife we don't actually sell products, we recommend products based on our experience and refer people that we know. Just like you would recommend your favorite dentist or stylist, we do the same.

4. I need to think about it/I'm not sure if this is for me.

I hear you. Normally when people say this it's because they're unsure of something. Is there anything that you need more clarification on or something you're not sure about? Maybe I can help answer it so you feel more confident.

5. I need to talk to my spouse first.

In my experience there is either something holding you back that you haven't shared with me or it's a nice of telling me no. I am not here to convince anyone to do something they don't want to do. If that's so, you can be honest I won't be offended.

6. I don't know anyone.

First ask: *How many contacts do you have in your phone right now? (wait for response) **Then say...** The people in your immediate circle of influence (i.e. friends, family, co workers, classmates, etc.) is a great place to start. You can also increase your circle by becoming more active on social media or wearing your button when you're out in public.*

7. I don't want to bother my friends/family.

First ask: *What makes you think you'd be bothering your friends/family? (wait for response) **Then say...** If you truly believed in the product and your own results, wouldn't you want to help others around you get the same kind of results?*

8. I don't have the time.

The beauty of being an independent distributor with Herbalife is that you are your own boss and YOU get to decide when and how long you work. You get to build your business around your schedule and get healthy at the same time. It's a win win right?