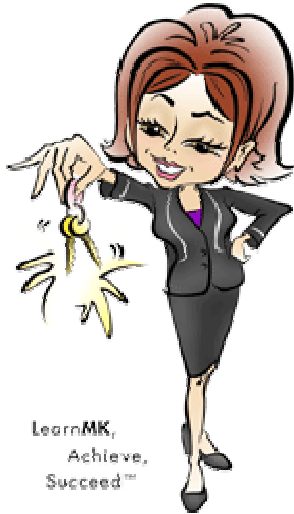


OVERCOMING TEAM BUILDING OBJECTIONS



“I don’t have time”

If I could teach you how to earn an extra \$100 per week—that’s \$400 per month—working 3 hours a week, and eventually double that to \$200 per week, could you find those 3 hours?

“I don’t have the money”

Do you have a credit card? Do you know somebody who loves you with a credit card? If I could show you how to earn your \$150 back within two weeks, could you find someone to help get you started? If I can teach you how to turn that \$150 into \$1,000 in 30 days, could you find it somewhere?

If you think she’s just saying she doesn’t have money (but she does)..... Ask her if we could find you \$100, is this something you would like to do?

“I’m not the sales type”

Would you believe that probably 90% of the women who start Mary Kay are not the sales type? (yes) If I could teach you how to show this product and let it sell itself, without being pushy, would you feel better about doing it? Do you believe that women love to take care of their skin with great products? (yes) If I could teach you how to help them do that, rather than try to SELL them something, would you feel better about doing Mary Kay?

What was the first thing (I) (my Director) said before (I) (she) showed the sets at the class? (*You’re not under any obligation to buy a thing*) Did you feel that (I) (she) was pushy? (they say no) DO you know that (I) (we) sold \$_____ in products at that class? Women love to shop! If I could teach you how to help women with their skin and then just let them shop, rather than trying to sell them something, would you feel more confident about Mary Kay?

“I don’t know anybody”

Do you know one person who might be a practice face for you? (yes) If I can teach you how to turn that one person into all the other faces you are ever going to need, would you be willing to learn? Do you know that many of our most successful consultants didn’t start with people they knew? If I can teach you how to meet people, would you be excited about a Mary Kay business?

“I don’t wear makeup”

Do you feel skin care is important? (Yes—if she says no, you probably don’t want to recruit her). Would you be surprised to learn that the majority of products we sell are skin care and body care, rather than makeup? Would you be surprised to learn that many of our most successful Directors don’t really wear a lot of makeup, but are committed to good skin care? Would you be surprised to learn that the majority of your Mary Kay income will come from women buying skin care and body care rather than makeup?

“I don’t want to talk to strangers”

If I could teach you how to build your business without talking to strangers, would you be willing to learn?

“I need to talk to my husband”

So then when your husband says to do whatever you want, will you be ready to get started, or do you have more questions for me? Great. When will you be able to talk to your husband? (*Then set a time to call her back.*) If she says...he won’t want me to do it. May I make a suggestion? (*sure*) Explain to your husband that you want to purchase a starter kit so that you can begin buying your products wholesale. Then tell him that you’re also interested in the business opportunity—so after you order your kit, you’d like him to come to Orientation with you and get his opinion of the business as well. (*Wait for her to answer and then say...*) Would you agree with me that we can pretty much get our husband’s to let us do whatever we want as long as they know it is important to us? Just let him know this is important to you. (*Then set a time to call her back.*)

“I’m too shy”

Would it surprise you to know that some of our most successful consultants were extremely shy when they started their business and have done very well? Would you like to be less shy? Could you see the value of doing something that is fun and might bring you out of your shyness and makes you money in the process? Would it surprise you to know that most shy people are very sincere and sincerity is one of the best qualities a Mary Kay Consultant can possess?

“I know someone who did Mary Kay once and didn’t make any money/failed, etc”

Would you agree with me that there is probably someone in every single occupation on earth that hasn’t done well while others did? (*yes*) So what makes you think you wouldn’t do well?

“I don’t think I’d like doing Mary Kay”

Let me ask you a question? OR May I ask you a question. If you WERE going to do something like Mary Kay, what would be your reason? Would it be to get out of the house? Would it be for money? Would it be for something that is just yours?
(*Wait for her answer—then say....*) If I promise to hold your hand and teach you how to do this, what would keep you from getting started today? (then she’ll start giving you her real objections & you can overcome them as outlined above)

“I’m too busy”

I am a busy person too and that’s why I chose you. You see, busy people make the best Consultants. They are usually the most organized and get things done.

“I love my job”

Great! Could you use some extra money? How do you know you won't like this career as well. You owe it to yourself to at least hear all the facts. Plus having a home based business usually gives you a tax rebate from your full-time job. Would that interest you?

“I don't want to obligate my friends”

I know how you feel. I found that once they tried the product they were thanking me for sharing it with them. There are no finer skin care products on the market today. Your friends will love the special attention you give them.

“This isn't the right time for me”

I understand how you feel. If someone had asked me at a skin care class it wouldn't have been the right time for me either because I'd have been thinking about all the circumstances not all the benefits. Now I'm going to ask you to do one thing, because most of us think of all the reasons why we can't do it, now I'm going to ask you to think about why you could. Let's talk a minute about why you could do something, and then let's talk about why you can't. (Turn it around so they can think in the right process)

“I need to think about it”

You know, if MK interests you, why not give it a try? With our product buy-back guarantee you have almost nothing to lose and everything to gain! Sitting on the fence of indecision is very uncomfortable, let me reserve your place in our unit training session next week and let's work together to make MK work for you! OK?

**“I’m a single parent.
I need the security of a job”**

That’s exactly why I thought of you. IN this career, your finances are not based on someone else’s opinion of you, but on your ability to make as much as you want. In this company, you can really determine your own security.

“I really don’t know anyone”

Perfect! This career will give you an opportunity to meet so many people. All you need to know is one person. That’s how it all starts. One person tells another and so on and so on.

“I think I will wait.....”

Just a thought on that: With all our products publicity, many women will be wanting facials and wanting to hear about the MK opportunity. They could be YOUR customer and recruits! Why wait until....?

“I already have a full-time job”

Super! You will have a lot of contacts for your first hostesses. A lot of women sell MK products part-time for extra income.

“My children are too small”

Perfect! You will love the flexibility this career offers. You schedule the hours you want to work.

“If they give you a bunch of objections & you can’t get them to say yes or no”

(In a soft voice) May I ask you a question *(yes)* Do you think you’re just scared *(yes)*. Well, what’s the very worst thing that could happen to you *(wait for her response...)* then say... do you want to know what I think? *(yes)* I think the very worst thing that could happen to you is that you save 50% on your products for the rest of your life..... Does that scare you? I total understand. I know how you feel, I felt that way myself, but here’s what I’ve found. We’re all scared when we start something new, but what’s the worst thing that could happen to you? *(wait for response)* And what’s the best thing that could happen to you?