



Women's Prosperity Network

Handling Concerns & Objections Handbook

Experience The WPN Difference
Be Real, Get Real & Achieve Real Results

ANATOMY OF HEART-CENTERED SALES PROCESS



Handling Concerns & Collecting Payment

09



HANDLE CONCERNS & OBJECTIONS

Be Prepared – You Know What People Say Most Often.

Remember “Feel, Felt, Found” and have personal stories or client stories that demonstrate how that concern was eliminated and the success they had.

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ASK FOR SALE

“So now that you’ve realized that this is easier and simpler than you think, let’s go ahead and get started. Which credit card would you like to use?”

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HANDLE CONCERNS & OBJECTIONS

You may experience a second round of concerns if all of theirs were not uncovered in the first round. Repeat ... “Feel, Felt, Found” and ask for the sale again.

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HAPPILY COLLECT PAYMENT WIN-WIN-WIN

Collect the Payment and AFFIRM THEIR GREAT DECISION using their words of how they will feel when they finally have what they want (these were conveyed to you in Steps 2 & 4).

“Every sale has five basic obstacles.”



Zig Ziglar

No Need
No Money
No Hurry
No Desire
No Trust

Be Prepared – You Already Know the Concerns

Objection / Concern	Story / Example
No time	
No money	
It won't work for me (no trust)	
I'm not ready (no hurry)	
I'm already working with someone	
I've tried everything already (no decision)	

“We tripled our passive income!”

**No
Time**



Leslie Purdy

“When I started coaching in January we owned rental 8 properties – fast forward and we are closing on our 25th rental house!

This tripled our passive income in just 1 year!

PLUS...I formed a Non-Profit & grew so much personally and professionally.”

**No
Trust**

More Clients – At Higher Pricing!



Stacey Murphy
TheVixenAcademy.com

“I’ve been ‘burned’ by some other coaches in the past. So I took my time in working with Nancy and WPN, step-by-step. Every time I’ve invested and worked with them my business has increased and they always show up for me.

Plus ... since stepping into coaching and taking the sales training I'm **enrolling more clients (at the highest investment)** with ease. Now, I look forward to my sales calls vs being a ball of anxiety 'eager' for the sale.”

No Money



“Right after our first call I reached out to 2 past clients and offered them to join my next blueprint for success program – one paid on the spot!” ~
Nina Obier



Nancy Matthews Bam!! That's how you do it girl! (and I bet it covered your investment for this program)

Like - Reply - 1m



Nina Recarey Obier Nancy Matthews hey now I hadn't put two and two together! Yes it did! Woo hoo!

Like - Reply - 1m



Cynthia Gabaldon, DC

**No
Money**

***“Within 2 weeks I
doubled my
income and paid
for my coaching.”***



**No
Hurry**

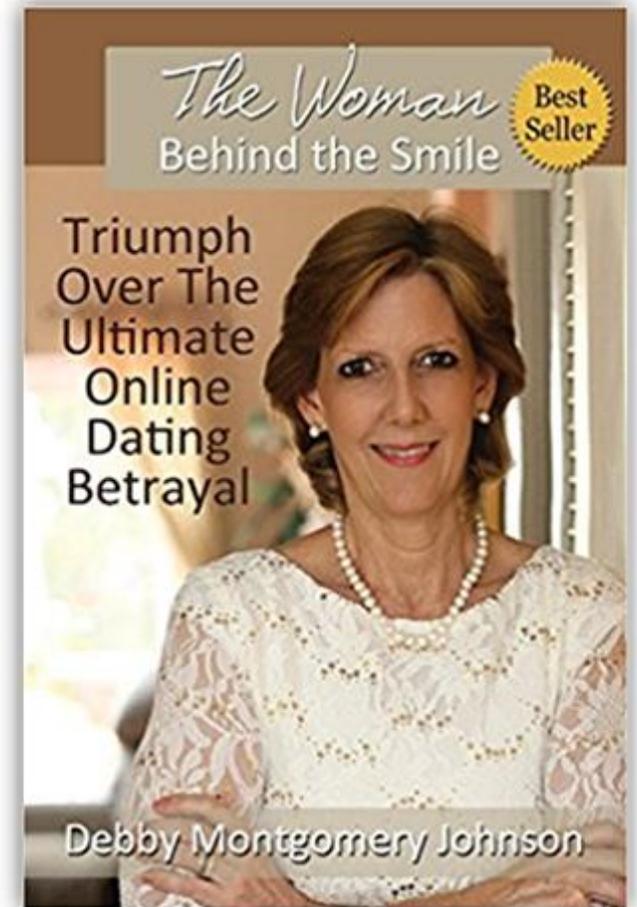


Debby Montgomery Johnson



**Benfotiamine Multi-B
Neuropathy Capsules**

“I Got the Courage to Share My Story for the First Time at Speaker Training and Now This...”



Debby Montgomery Johnson,
TheWomanBehindtheSmile.com

Tell me more about that...



PRO TIP – Feel, Felt, Found

**Customer
Objection**

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graph TD; A[Customer Objection] --> B[FEEL: Shows empathy with customer – you understand how they feel]; B --> C[FELT: Shows customer they are not alone in their way of thinking]; C --> D[FOUND: Shows them there is a solution that others have experienced by taking your suggested method];
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FEEL

Shows empathy with customer – you understand how they feel

FOUND

Shows them there is a solution that others have experienced by taking your suggested method

FELT

Shows customer they are not alone in their way of thinking

PRO TIP – Feel, Felt, Found

FEEL

Shows empathy with customer – you understand how they feel

Acknowledging rather than discounting
“Oh, you don’t have to feel that way.”

FELT

Shows customer they are not alone in their way of thinking

Creating rapport, likeness and acceptance by sharing that you (or one of your clients) felt that way too

FOUND

Shows them there is a solution that others have experienced by taking your suggested method

Easing their mind by showing them there is a solution for their concern

PRO TIP – Feel, Felt, Found

Example: I don't have the time

*I can only imagine how you feel...
Mary, who's had real success felt that way too before
we started working together,
and what she found was that this was easier than she
thought to fit into her already busy life. In fact ... from
some of the things she learned working with us, she
reclaimed time and had more time for *fun!*

Be Prepared – You Already Know the Concerns

Objection / Concern	Feel, Felt Found
No time	
No money	
It won't work for me (no trust)	
I'm not ready (no hurry)	
I'm already working with someone	
I've tried everything already (no decision)	