

SUCCESSFUL 3 WAY CALLS

Believe in the 3 Way...Crave the 3 Way...Master the 3 Way

- + They provide compelling third party validation.
- + They allow upline sponsor to train you on how to handle objections and close a prospect.
- + They move your prospect through the exposure process efficiently.
- + Even if YOU can bring your prospects to a decision quickly, most of your team will not at first - this is their learning.

NO WAITING IN ARBONNE

If there isn't a LIVE event within 2 days of initial exposure, they can't make it to the event, they are on the fence, or they have questions or reservations after hearing about the business and for every Dream Team event follow up...schedule a 3 Way phone chat with your upline. This is a resource to help your prospect figure out the best fit for them. (Partner - Connector - Customer)

- + Know your upline's schedule
- + If don't have it – get 2-3 times that work for your prospect within 24-48 hrs of initial exposure and see what works with your upline
- + If they start asking you ?'s, answer the ones you feel comfortable with and simply TELL your prospect what the plan is
- + Don't ask if they want to have a call...TELL them the next step to help her/him decide is to have a call with your business partner. It will give her/him another perspective.

These are great questions and it definitely sounds like you want more info. So let me tell you what we'll do next.

STEP 1: SET UP THE CALL

(After watching a video, reviewing the info or going to the Discover Arbonne, the Dream Team event):

I know you will have some questions. So, let's schedule a time to chat so we can get them all answered. I am going to invite my friend and business partner _____ to join us. She is more experienced and will give you another perspective. Together we can help figure out if this is a fit.

STEP 2: CONFIRM THE CALL

A simple text the day before the call ☺

STEP 3: PREPARE YOUR UPLINE

- + Prospect's name
- + Where they live (city, state, country)
- + How you know them
- + What they currently do for a living (or did in past)
- + Why you think they would be good at this business
- + What's attracting them to the business
- + Whether they are hardworking/driven
- + Other strengths they have
- + What concerns or objections they have already expressed

You and your upline MUST come to the call with CLEAR GOALS

- + They join your team
- + Book a follow up appointment if not
- + Ask for referrals/host and get them on products

STEP 4: THE FLOW

Introduce your prospect and your upline to each other.

- + An introduction
- + How you know the prospect
- + Why you think she'd/he'd be great at this
- + What is in it for her/him

Meg, I want to introduce you to my friend Amy (include how you know them and a compliment). Amy & I have known each other since Jr. High. She is one of the most fun-loving humans I know and super into health and fitness. She is open to the idea of earning a little extra money and wants to have more time with her girls, but she is hesitant and very nervous to "sell" anything. I am really excited for her to learn a little more about Arbonne and how this could potentially be a fit for her.

Amy, I am so excited for you to talk with my friend Meg. She will give her perspective and answer any questions you may have. Meg, I will let you take it from here.

STOP TALKING & DON'T TALK unless your UPLINE asks you to chime in or your prospect asks you something.

UPLINE

I remember being in your shoes Amy and I had no idea what to expect on a call like this. I want you to know I am not in the business of trying to convince anyone that they should start a business of their own. I'm here to simply share my experience and answer any questions you may have and see if this is a good fit for you. Does that sound good?

SHARE SHORT STORY

Make sure to highlight any common points that are relevant and relate to them.

NEXT: FACT FIND!!! ASK them:

So Amy, Meg gave you an amazing introduction, but I'd love to hear more about you and your life and what is intriguing you about our business.

This will reveal their WHY and what you want to tailor your answers to their upcoming objections around.

NEXT: Share the facts BRIEFLY!!! (IS ARBONNE FOR YOU? document as a tool).

- + Celebrating 40 yrs
- + Social Business
- + Global Wellness is Booming
- + Consumer Demand for Wellness
- + Holistic Approach – MIND . BODY . SKIN
- + Competitive Compensation Plan and Global Team Opportunities - earnings.arbonne.com
- + Plant Based – Vegan
- + High Clean Standards
- + Scientific Testing
- + Certified B Corp
- + Community & Culture

NEXT: Turn conversation back over to the Prospect (longest part of call usually).

I've shared a lot of info, Amy. What questions do you have?

Answer her/his questions – we are not convincing here – educating.

STEP 5: CLOSE

Amy thank you so much for popping on with us today. I know time is the most valuable resource we have. We would love to know after hearing what you heard today, where do you see yourself? Do you think we have lost it? Or are you a 1, 2 or 3?

- 1. I'm ready to join you and become a Consultant.*
- 2. I'm ready to be a connector and help Amy share this gift with others and be spoiled for it.*
- 3. I am ready to change my brand and would love to hear more about the 30 Days to Healthy Living Program or the skincare lines.*

IF #1

Move forward with sponsoring – keep simple – Amy, I think this could be a great fit for you.

You wanted to (repeat their WHY) be more present with your girls and you have such a passion for health and wellness. Since it sounds like you could squeeze this business into your full life and like the idea of helping others get healthy, this could really work well for you. Do you agree?

Then tell her/him the next step is to share how we get started and see if she/he has time...if not, schedule time in the next 24-48 hours max.

If not ready, fall back to the products and hosting. Even if a 1, they still may need to discuss with spouse, check finances, get back to their work, etc. Edify whatever it is!

IF #2

GREAT, let's book a Healthy Happy Hour and we can come share the program and do a tasting (don't say tasting if not local ☺). Do weekdays or weekends work best for you?

IF #3

Get them on the program! Or skincare!

Great I totally understand if this business isn't a fit for you. It isn't for everyone, but the Healthy Living Program and safe, pure products are...

Amy would be honored to have you as a Client. The next group starts _____.

Would you want to join us? We have an incredible website that overviews the Healthy Living Program. If I sent it to you would you watch it?

ASSUME THE SALE and help them to become a PC.

REMEMBER TO ASK FOR REFERRALS!!!

You may know some people who I can help. Here is who I am looking for...

BE SPECIFIC (include details and always describe the person you are speaking with first).