

Objections

Objection	Possible Response
<i>What is this in reference to?</i>	<p><i>I met him at the last chamber event and I made a commitment to call him.</i></p> <p><i>Provide a persuasive benefit of what you do, such as...It is in regards to a program that will help align behaviors with the organizations goals, etc.</i></p>
<i>Just send some information.</i>	<i>You know, I have truck loads of information I could send to him. I would need to speak with him for a moment to determine what would be appropriate to send.</i>
<i>Let me take your name and number</i>	<p><i>Ask when is the best time to reach him.</i></p> <p><i>Be VERY friendly to the Admin. Asst. here. She will remember!</i></p> <p><i>Leave a message that you will call back at a specific time.</i></p>

<p><i>Is he expecting your call?</i></p>	<p><i>No, he is not but I made a commitment to call him. (Be firm here).</i></p> <p><i>No he is not. Could you please put me through?</i></p>
<p><i>Is this a sales call?</i></p>	<p><i>No, this is a business call.</i></p> <p><i>It depends; my services do not fit with every business.</i></p>
<p><i>Are you a consultant, sales person, etc.?</i></p>	<p><i>(Always be honest. If that is what you call yourself, say yes.)</i></p> <p><i>No, I am not (if you are not).</i></p>