

# Navigating Common Concerns

Common Concern	Understand & Relate	Find Out More	Provide More Information	Guide to a Decision
"I've seen some negative reviews about Shaklee."	"That is actually not surprising. Every brand that is disruptive or making waves has its detractors."	"Have you seen the results of the Landmark Health Study?"  "What questions do you have about what you read/heard?"	"Dr. Shaklee developed the first multivitamin in the US in 1915, and we've been innovating ever since. Shaklee is proven by science with 71 patents and patents pending and over 120 published scientific journal articles.  Our products are also proven by people!"	"Is there anything else you would like to know, or would you rather experience the products for yourself?"
"I don't think I can spend the money right now." (on a new business)	"I hear you. I was in a similar situation when I first started thinking about the business. I decided to cut out my morning coffee stop routine to make room in the budget for it."	"If money were not an issue, is this something you think you would like to do?"	"One of the great things about starting a Shaklee Business is that there are no major up-front investments or inventory requirements."	"If I could show you how to earn your investment back through product sales, would you want to give it a try?"
"I want to think about it."	"I totally get that. I needed to take a day or two to think about all the information I received too.  It's natural to feel a little cautious when you haven't experienced the fun of the Shaklee Community or the profit yet."	"Aside from the things we've talked about, is there any other information you might need to know as you're thinking about it?"	"Here's something to think about...  Every Shaklee Product is 100% Guaranteed. We believe in the safety and proven performance of all of our products. If you're not satisfied with any of our products, you can send them back to us for a full refund, even if the container is empty.  That's The Shaklee Difference®."	"When is a good time to connect on _____ to see if any other questions have come up?"
"I need to talk to [John/Jane] about it..."	"I totally get that. I wanted to discuss with my significant other as well..."	"What questions do you think [John/Jane] might have that I can help answer?"	"We've been in business for 64 years! We stand behind our business and all of our products are 100% Guaranteed—If not satisfied, you can return them even if the container is empty."	"When is a good time to connect on _____ to see if any other questions have come up?"

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"I don't know enough people."	"Believe it or not, I thought that too. The funny thing is that most of my customers are not even from my friends & family circle."	"Can you think of that one person in your network who seems to know everybody? You could start with them!"	"Customers who love their experience give me referrals all the time! And it started with just one person who knew one person...and grew from there. In fact, we even have a VIP referral program that rewards them for giving those referrals."	"If I could show you how to get started with just a few customers and then how to grow through referrals, would you be willing to give it a try?"
"I am not a salesperson."	<p>"That's good because nobody likes to be 'sold' to, but we all like to buy things!</p> <p>The funny thing is that we share recommendations with our friends and family all the time. It might be a restaurant, babysitter, favorite gym.... Making a protein or supplement recommendation based on a great experience is no different than recommending your new favorite restaurant."</p>	<p>"What is the last purchase or experience that you really loved and talked about with your network of friends?"</p> <p>"Were they interested in what you had to share with them?"</p> <p>"How did it feel to know that you helped your friends and the business you recommended?"</p>	"Influencers on social media make recommendations all the time. And research has shown that people are more likely to try a new product or service based on someone else's positive experience. That positive experience might as well be you!"	"Does this seem like something you could see yourself doing?"
"I am super-busy." or "I don't have time."	"That I understand—my life was packed when I first thought about starting a business."	"Are you not sure how much time a side business would take, or that you could do a good job in the time you have available?"	<p>"My business partner and I looked at my calendar and figured out where I could spend just a few hours a week in the beginning.</p> <p>That was enough to fund my _____! (something small)</p> <p>As things took off, it was easier to prioritize my business."</p>	"If I were to help you find a few hours each week to spend on your business, would you give it a try?"