

Overcoming Sales Objections

Listen to the Objection	Cushion/Empathy/Clarification	Reframe / Probe for Other Objections	Refute / Response
FINANCIAL OBJECTIONS			
<p>I can't afford it</p>	<p>I understand that investing this money in you may feel like a stretch.</p> <p>OR</p> <p>What is it that makes you feel money is an impediment to going forward?</p>	<p>If we put the money aside for a moment, what else might be preventing you from moving forward and investing in yourself?</p> <p>So, if I could help you overcome your concern about money, would you sign up?</p>	<p>1 - Does it make it feel more affordable that your accountant would say it's a tax deduction?</p> <p>2- Is there something you could cut out or cut down that would allow you to make room for Coaching?</p> <p>3- Is there someone who would help you with the cost?</p> <p>4- Earlier, you mentioned the impact accomplishing your goals would have on your life/career/business. Can you afford not to <i>insert the goals for Coaching</i>?</p> <p>It's an investment in you. My father always told me that investing in yourself is the best investment you'll ever make.</p> <p>5- What is this situation costing you?</p> <p>6 - If you achieve this goal, what will it bring into your life?</p> <p><u>Examples:</u> More money, more happiness, more peace, less stress</p> <ul style="list-style-type: none"> • How much is that worth to you? • If you achieve this goal, will it attract more money, so that the investment pays off (possibly even exponentially)? <p>7- 5 years from now, do you want to be here? If not, how are you going to get there? What's going to change to get you there?</p> <p>Does that help you move past the concern about affording Coaching so that you can move forward?</p> <p>1- Do you want to try coaching and schedule your first session? Would either ___ or ___ work?</p> <p>2- So, were you thinking of doing three times a month or twice a month?</p>

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			<p>3- We just started our consultation call today at 3 PM, does 3 PM on Thursdays work for you?</p>
<p>I want to look at my finances.</p>	<p>I can understand that you want to look at your finances.</p>	<p>If we set the investment of coaching aside for a moment, is there anything preventing you from starting this month or next?</p>	<p>Do you believe that coaching could be your path to your optimum life (dream job, dream career, greater success)?</p> <p>What is that dream worth to you?</p> <p>How will your life be different if you attain your dream?</p> <p>Does this help you move past the need to look at your finances?</p> <p>1- Do you want to give it a try?</p> <p>2- What would work for you? If twice a month wouldn't work for you, would once a month work? Do you think if we started at once a month, you could move to twice a month in a few months?</p>
<p>I don't have the money right now, I need to work on my budget and save toward this.</p> <p>I need to look at my budget.</p>	<p>I understand that you feel you don't have the money at hand right now.</p> <p>I understand that you need to keep an eye on your budget.</p>	<p>If we set the investment of coaching aside for a moment, is there anything else preventing you from starting to work on your goals?</p>	<p>How important is this outcome to you?</p> <p>Is X a priority?</p> <p>Do you consider getting started on your path toward X worthy of taking action right now and making the investment?</p> <p>How could you access the money for Coaching now?</p> <p>Does that help you overcome the concern about money?</p> <p>Do you want to give it a try?</p>
<p>I don't use credit cards.</p>	<p>I certainly respect the fact that you limit the use of credit cards.</p>	<p>If we put the credit card issues aside, is there anything else that's preventing you from getting started with Coaching?</p>	<p>I don't believe in using credit cards for frivolous expenditures. Achieving your goals seems like an important issue to address by investing in yourself.</p> <p>Is this a priority in your life?</p>

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			<p>Aren't you worth making this your top priority?</p> <p>Do you see the benefit of using your credit card to invest in you?</p> <p>Which date is best for you to begin our sessions - ____ or ____?</p>
<p>This is a big expense; I need to talk to my husband/wife/partner about it.</p>	<p>I understand the need to discuss something as important as this with your husband/wife/partner.</p>	<p>If your partner supports you in this, would there be any other reason that would stand in the way of going forward?</p>	<p>WHEN you're able to accomplish your goals, what will that do for you and your life? What impacts will that have on your life together?</p> <p>Does he/she think X is important?</p> <p>Is X a priority for him/her?</p> <p>Doesn't he/she think you're worthy of an investment?</p> <p>Wouldn't he/she want you to get started as soon as possible on your path to X?</p> <p>Want to give it a try?</p>
<p>Do you offer a refund for your services?</p>	<p>Could you tell me more about what you are thinking?</p>	<p>If we set this aside for just a moment, is there anything else that might be preventing you from moving forward?</p>	<p>(For individual paying clients only <u>NOT</u> corporate paid)</p> <p>Let me share with you how we bill for our services:</p> <p>Our clients engage their coaches based on a month-to-month basis.</p> <p>We encourage all our clients to consider investing in themselves for at least 3-6 months. Coaching can be transformative and lead you to achieve your goals, and it's fair to give the process time.</p> <p>Having said that, within a month-to-month engagement, YOU get to decide when you've achieved your goals and can conclude your coaching engagement anytime. You will only be billed for the sessions you had with your coach.</p> <p>Does that answer your question?</p> <p>Would you like to give it a try?</p>

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<p>CORPORATE PAID COACHING OBJECTIONS</p>			
<p>How can I justify this to my company?</p>	<p>You want to approach them to pay for your coaching?</p>	<p>If your company wasn't a factor, would there be anything else preventing you from getting started?</p>	<p>I'm happy to help you craft a business case for Coaching.</p> <p>1 - Does anyone at your company have a Coach?</p> <ul style="list-style-type: none"> • How did they get Coaching approved? • Might they advise you in this? • What kind of improvements did they see from Coaching? <p>I have a PowerPoint presentation that gives an overview of the benefits of Coaching that other companies have received. I will send that to you. It also gives an overview of our company, Glacier Point Solutions. Do you think that would help?</p> <p>I can also send you bios for our Coaches.</p> <p>2 - How are you measured in your role?</p> <p>What impact would accomplishing your goals and developing your professional skills have on your performance and measurements?</p> <p>Could you quantify this to let your company know what they will get back on their investment in Coaching? If you highlight the benefits and the impact to your performance, you'll make a stronger case.</p> <p>Do you think they'd be open to a 3-month trial to see what impact Coaching makes?</p> <p>If we began your coaching, we could work on building your case as one of your first goals to work on.</p> <p>Does that resolve your question about ROI?</p> <p>Would you like to get started and book your first session?</p>

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<p>What's the ROI of coaching?</p>	<p>Tell me more about what you're looking for.</p> <p>You want to be able to approach your company to pay for coaching? (See above)</p> <p>OR</p> <p>You want to know that coaching will work for you?</p>		<p>Let me share a study with you on the effects of coaching:</p> <p>The <u>Manchester Study</u> of Fortune 1000 companies showed an ROI of 5.7 times the investment in Coaching. The study showed:</p> <ul style="list-style-type: none"> • Productivity (reported by 53% of executives) • Quality (48%) • Organizational strength (48%) <p>Coaching works because: Coaching will help you accomplish your goals faster and with greater ease than on your own. A coach will help keep you accountable and support you to see other opportunities, or blinds spots that you may not see. A coach will help you when you feel stuck, navigate challenges and uncover new opportunities as you make progress.</p> <p>All of our clients attain great movement toward their goals.</p> <p>Does that answer your question?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>

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COMMITMENT OBJECTIONS			
<p>I'm not ready</p>	<p>1- Tell me more about that.</p>	<p>I know you're not feeling ready, but is there anything else that's standing in your way?</p> <p>So it sounds like the real issue is x?</p> <p>If we can resolve this issue, will you be ready to go forward?</p>	<p>1 - You just need 45 minutes 3 times a month (less than 2.5 hours) to start moving towards your goals. You can make progress towards your goals without even doing anything between sessions.</p> <p>Much of the work in Coaching does not require action. Some of what you will experience through Coaching are shifts in thinking, new perspectives, breakthroughs where you're feeling stuck, renewed motivation and energy, better decision-making.</p> <p>I have extended periods where I work with my Coach, don't take action in between sessions and still keep moving forward.</p> <p>You just take it at your own pace.</p> <p>You'll have the support of your coach to help you work through any challenges, navigate decisions and help you stay motivated</p> <p>2 - I understand this may feel like a big step.</p> <p>Can you tell me about a time in the past when you've taken this kind of step and how it worked for you?</p> <p>3 - How do you think you will get ready?</p> <p>4 - We can never be fully ready for change. If you think of your goals to (insert stated goals), and your situation 6-12 months from now, what progress do you want to have made? If you want to see progress, the time to act is now. We would work at your pace.</p> <p>It reminds me of the Chinese proverb "The best time to plant a tree was 20 years ago. The second best time is now."</p>

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			<p>It's only 45 minutes a week. And, if you're concerned about being able to take actions in between sessions, often the shift we need to make are how we think and our beliefs. That doesn't require action, it requires working with your Coach. So, actions aren't always required.</p> <p>5-You took the risk of doing this consultation. What would it take to listen to that impulse more? Something in you is telling you that you need to take a bold step to achieve your dreams. How can you move forward and engage a Coach to help you achieve your dreams?</p> <p>Does what we talked about help you feel more ready?</p> <p>Would you be open to booking your first session and getting started?</p>
<p>I need time to think about it.</p>	<p>I understand that because this is an important decision. I honor your decision-making process.</p>		<p>What other information could I give you that will help you make this decision?</p> <p>What would it take to move forward today/this month?</p> <p>Are you getting what you want right now?</p> <p>Does what we talked about help you think it through now, so you can move forward?</p> <p>Then why don't you give it a try?</p> <p><i>If that doesn't work with the client: Can I call you in a week to see if you've made a decision?</i></p>
<p>I'm in the middle of remodeling.</p>	<p>Tell me more about how remodeling is a factor for you.</p>	<p>You want to know that you'll be able to focus on your coaching in addition to remodeling?</p>	<p>1- If you think of your goals to (insert stated goals), and your situation 6-12 months from now, what progress do you want to have made? If you want to see progress, the time to act is now. We would work at your pace.</p> <p>Coaching will support you to prioritize your actions with your general time management so you make progress along with other</p>

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			<p>things that are going on in your life.</p> <p>2 - Would you be open to exploring ways that we can get you moving towards your goals while you're remodeling is finishing up? (Suggest starting at 1x per month and then moving to 2 or 3 once the remodel is completed OR if they really can't commit, suggest setting 1 or 2 goals now and what 1 or 2 actions can they do on their own. Schedule to begin their coaching in 2 months – or when they can start)</p> <p>3 - How much do you want x? How would it change your life? What would like look like if x were true?</p> <p>Is X important to you? Is X a priority?</p> <p>Can you look at this as an investment in your future?</p> <p>Do you see how you can begin working towards your goals at this time? Would either ___ or ___ work to begin your sessions?</p>
I'm too old to change	Tell me more about that.	You want to know that you'll be supported and that you'll be able to achieve the results you want.	<p>1 - What belief is holding you back from changing? Can you tell me about when you were told you that? Can you describe when you heard that?</p> <p>How does that belief serve you?</p> <p>2 - Changes can be big or small. Sometimes we feel that a big change is needed, but even small actions can have big results. And, multiple small changes can have an exponential effect.</p> <p>You took the step to call and have this consultation, so a part of you must feel that you're ready to make some sort of change; We can go at your pace.</p> <p>Also, I've worked with numerous people in your age range, and they have successfully made changes that have changed their lives</p>

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			<p>and helped them reach their goals.</p> <p>Does that help you move past your concern about being able to change?</p> <p>Would you like to give coaching a try?</p>
<p>I'm not sure if Coaching will help me</p>	<p>Tell me more about that.</p>	<p>You want to know that you'll be supported through the journey of coaching so you have the best chance for achieving your goals?</p>	<p>Let me tell you how Coaching can help . . .</p> <p>Coaching will help you accomplish your goals faster and with greater ease than on your own. A coach will help keep you accountable and support you to see other opportunities, or blinds spots that you may not see. A coach will help you when you feel stuck, navigate challenges and uncover new opportunities as you make progress.</p> <p>All of our clients attain great movement toward their goals.</p> <p>Does that answer your question?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>
<p>Can you guarantee I will get more interviews if I follow your guidance on my resume? I've had experts look at it before.</p>	<p>I understand that you want to achieve results.</p>	<p>What I'm hearing is that you want to know that the job search strategies we discuss will work, is that right?</p>	<p>There are as many ways to write a resume as there are people on the earth. That's a joke, but there are so many ideas out there about resumes, it's un-believable. Ultimately, you have to be in charge of what is on your resume and whether you believe it's the right format for your industry.</p> <p>We can't give you any guarantees. It's actually against our ethical guidelines from the ICF to do so.</p> <p>What I can tell you is that we have been Coaching people on writing their resumes for 15 years, and have never had anyone not get more interviews based on the changes that we've helped them make. We've also had many HR professionals let us know that they got more interviews after working with us.</p> <p>There are also other factors in the job search that will help lead to</p>

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			<p>interviews beyond the resume, such as how many connections you make and the quality of those connections. We'll discuss that along with many other job search strategies – we have over 20 different strategies to land a job.</p> <p>Does that answer your question?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>

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TIME OBJECTIONS			
<p>I don't have time</p>	<p>I understand that it doesn't feel like there's time to focus on you.</p> <p>How much time do you think Coaching will take?</p>	<p>How could you feel like you have time to focus on you?</p>	<p>1- Would focusing on the big picture and/or having someone to help you prioritize, give you more time?</p> <p>I've learned that if we don't make time for what's important to us, our time will be filled working on other people's priorities.</p> <p>It's important to invest time in our own goals and coaching can support you with your time management.</p> <p>How much do you want x? How would it change your life? What would like look like if x were true?</p> <p>2- Coaching is an effortless process and it creates more ease in your life because you start living a life that is more congruent with who you are and you start taking actions that are more congruent with who you are.</p> <p>3- A great deal of the work we do on Coaching is working on your internal self. This doesn't require time outside of the Coaching session, just time with your Coach to delve into your thoughts, beliefs, attitudes, and patterns of thinking. You have to make internal change first, before you start taking action toward your goal.</p> <p>4- I'm hearing that you think this is all done alone. The great thing about Coaching is that you are not alone. You have someone in your corner seeing things that you don't see. Reflecting your blind spots to you, which will help you be more productive and help you prioritize your actions more effectively.</p> <p>Does that help you move past your concern about having time for</p>

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			<p>Coaching?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>
<p>My job is too busy, I don't think I'll have the time for coaching</p>	<p>I understand that it doesn't feel like there's time to focus on you.</p> <p>How much time do you think Coaching will take?</p>	<p>In addition to your job being too busy, is there anything else you're concerned about?</p> <p>So if I could help you overcome the concern about time, you'd be ready to sign up?</p> <p><i>If no</i> – There must be something else holding you back?</p> <p>So it sounds like this is the real issue.</p>	<p>1 - Coaching can help you examine what to cut out or cut down so that you're less busy. It can help you prioritize your time and help you be more productive so that you use your time more wisely.</p> <p>2 - I've learned that if we don't make time for what's important to us, our time will be filled working on other people's priorities.</p> <p>It's important to invest time in our own goals and coaching can support you with your time management.</p> <p>3 - How much do you want x? How would it change your life? What would like look like if x were true?</p> <p>Does that help you move past your concern about having time for Coaching?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>
<p>When I get this one thing done, I'll be ready</p>		<p>If we put this one thing aside for a moment, would you be ready to begin your coaching this month or next?</p> <p><i>If no</i> – there must be something else holding you back? Do you know what it is?</p>	<p>1 - If you think of your goals to (insert stated goals), and your situation 6-12 months from now, what progress do you want to have made? If you want to see progress, the time to act is now. We would work at your pace.</p> <p>Coaching will support you to prioritize your actions and with your general time management so you make progress along with other things that might come up in your life.</p>

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			<p>2 - How much do you want x? How would it change your life? What would like look like if x were true?</p> <p>I've never had a client who didn't get more done while they were working with me.</p> <p>Does that help you move past your concern about needing to get X done before you start Coaching?</p> <p>Would you be open to booking your first session and getting started?</p>

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QUALIFICATIONS OBJECTIONS/QUESTIONS			
Everybody says they're a coach. What's different about you?	You want to know you're working with a qualified coach? Am I hearing you correctly?		<p>We are ICF credentialed coaches (which stands for the International Coach Federation). When you hire an ICF-credentialed coach, you can be assured your coach comes with highly recognizable, global coaching qualifications. Coaches credentialed by the ICF have received coach-specific training, achieved a designated number of experience hours and have been coached by a Mentor Coach.</p> <p>I've studied coaching in a certified Coach Training Program through the ICF and I'm certified as having met the experience requirement and standards (as an ACC/PCC/MCC).</p> <p>We also we continuously work to hone our skills and become better Coaches. We see it as a lifelong journey.</p> <p>We also work with Donna Schilder, a Master Certified Coach with 15 years of experience, monthly who trains us on Job Search Coaching, Career Exploration Coaching and Leadership Coaching. And Donna is available to us for any questions we encounter or situations we want to talk through.</p> <p>I've also worked with many clients similar to you to achieve(share experience related to client's goals & situation)</p> <p>Does that address your question about what differentiates me?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>
What makes you qualified?	I understand you want to work with an experienced Coach.	Have you had a negative experience with a Coach in the past or has someone you know had one?	<p>It's great that you're asking about qualifications....I've worked with many clients similar to you to achieve(share experience related to client's goals & situation).</p> <p>I've also been where you are and am now...(Insert result: Fulfilled in my career, run my own business, a better Leader, etc.) If I can do it, so can you. I help my clients get there faster than it took me.</p>

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			<p>I've also studied coaching in a certified Coach Training Program and am a member of the International Coach Federation, which is the governing Association that maintains the standards and ethics in coaching. I am a certified through the ICF as having met their experience requirement and standards (as an ACC/PCC/MCC).</p> <p>Does that resolve the qualifications concern you had? If so, are you read to sign up?</p> <p><i>If not</i>, there must be something else holding you back. Do you know what it is?</p> <p>Would you like to book your first session for (insert day) or (insert day)?</p>
<p>I want to work with a coach who specializes in my industry</p>	<p>You'd like to work with someone who can support you with specific strategies for the industry you work in – do I have that right?</p>		<p>Coaches are trained to work with people across multiple industries. Sometimes working with someone outside your industry can bring an outsider perspective that can really make you think. We're trained to ask questions that help you delve deep. It's not always a pre-requisite to work with a Coach that has experience in your industry.</p> <p>We will work with you to create the strategies you need to see success in your industry.</p> <p>Does that answer your question?</p> <p>Would you like to go ahead and book for this week at ___ or next week at _____?</p>
<p>I've worked with other Coaches in the past and they didn't help me?</p>	<p>I understand that you are hesitant to engage another Coach since working with Coaches in the past did not work for you.</p> <p>How did these other Coaches</p>	<p>I understand that X approach in Coaching didn't work for you. I</p>	<p>If you went forward with a Coaching engagement with me, we would set specific Goals and status your progress against those goals in each session. I would make sure that you left each session with an action(s) to take and at the beginning of the next sessions, we would check in to see if you completed those actions. We would also work on strategies for holding yourself accountable. If not, we would look for ways to overcome the barriers getting in</p>

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	<p>Coach you?</p> <p>What were the other Coach's qualifications?</p> <p>Did you take the actions you identified in Coaching?</p>	<p>would approach it in x way.</p> <p>I am trained x, credentialed with the ICF as a X, and work with a Master Certified Coach to continuously improve.</p> <p>How could you be different in relation to Coaching that <i>would</i> make it work for you?</p>	<p>your way of accomplishing those goals. Also, in each session we would choose a focus and delve deep into your beliefs and attitudes about the topic.</p> <p>Does that sound like that would be a different approach than your past Coaches and that it would be a process that would work for you?</p> <p>Would you like to go ahead and book for this week at ___ or next week at _____?</p>
<p>I've been shopping around for Coaches. What differentiates you from other Coaches?</p>	<p>I understand you have been shopping around for Coaches. That's a smart thing to do to ensure you have a good match with the Coach you choose.</p>	<p>Is there anything else that is holding you back from choosing a Coach?</p>	<p>First of all, I am certified by the International Coach Federation as an X, I have x hours of Coach Training through x, I am supervised by and receive regular training from Donna Schilder a Master Certified Coach with 10,000 hours of Coaching experience over the last 15 years, I have work experience in X, which relates to what you do. I also have X years and X hours of Coaching experience and my clients have achieved amazing results through Coaching. I worked with a client with a very similar situation to yours just recently and he was able to overcome it in 4 months.</p> <p>Does that help you understand how I am specially qualified to be your Coach?</p> <p>Would you like to go ahead and book for this week at ___ or next week at _____?</p>
<p>I've been shopping around for Coaches. What differentiates Glacier Point Solutions Coaches from other Coaches?</p>	<p>I understand you have been shopping around for Coaches. That's a smart thing to do to ensure you have a good match with the Coach you choose.</p>	<p>Is there anything else that is holding you back from choosing a Coaching organization?</p>	<p>Glacier Point Solutions Coaches are certified by the International Coach Federation, have received training through an ICF approved Coach Specific Training program, and have had leadership experience themselves. All our Coaches are hand picked by Donna Schilder, who is a Master Certified Coach and she also supervises and trains all our Coaches. In addition, we are a one-stop shop for companies, making the process of obtaining Coaching services simpler and more convenient. We also survey our clients regularly so that we receive feedback on the engagement that we can apply and improve our Coaching process. And, Donna Schilder is able to coordinate our Coaching efforts, so</p>

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			<p>that the Coaching process is seamless.</p> <p>Does that help you understand how I Glacier Point Solutions is specially qualified to meet your Coaching needs?</p> <p>Would you like to go ahead and book for this week at ___ or next week at _____?</p>
<p>Before I move forward, I'd like to talk to some of your clients.</p>	<p>Tell me more about wanting to speak with clients – what information will help you move forward?</p>	<p>Possible Reframe: So, you are looking for assurance that coaching works in your situation?</p>	<p>Reassure them of your expertise, your credentials, and the depth of your experience.</p> <p>Show them testimonials on LinkedIn and remind them that they can look at the bios of the people who wrote them. (Possibly pick out some to read to them).</p> <p>Coach client on any fear, discomfort with the process, dealing with uncertainty, etc. that may be the underlying reason for wanting to speak with your clients.</p> <p>Offer a short complimentary coaching session.</p> <p>Tell them a story about a client that was like them that succeeded through coaching.</p> <p>Have a client already available that will answer email questions from potential clients or who is willing to talk to them (some of your clients would be delighted to help you).</p> <p>Discuss concrete next steps or if you feel they will move forward after dealing with this objection on the phone, then ask: Would you like to go ahead and book your first coaching session, to experience coaching first-hand? If so, are you available at this time ___ or this time_____?</p>

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LOCATION OBJECTIONS			
I want to work with a coach from Orange County	Tell me more about that...		<p>I'm trained in the processes that have been used for over a decade now to help clients identify and create their career path and find a job. These processes have helped clients from across North America, no matter what city/town they live in.</p> <p>When it comes time to develop strategies for your local area, I'll support you to identify the best strategies for you and how they can be applied where you live.</p> <p>Our President, Donna Schilder, lives in Orange County and can also be a resource to draw on her for local knowledge and expertise.</p> <p>Does that address your need to be supported by a resource that can help you find a job in Orange County?</p> <p>Would you like to get started?</p>
I want to work with a coach in my area because they will know the job market better	Tell me more about that...	I'm hearing that you want to feel supported and have strategies specific to your local market?	<p>I'm trained in the processes that have been used for over a decade now to help clients identify and create their career path and find a job. These processes have helped clients from across North America, no matter what city/town they live in. When it comes time to develop strategies for your local area, I'll support you to identify the best strategies for you and how they can be applied where you live.</p> <p>Our President, Donna Schilder, lives in Orange County and will also be our resource we can draw on for her local knowledge and expertise.</p> <p>Does that address your desire to have specific strategies that will apply to your local area?</p> <p>Would you like to get started?</p>
I want to work with a Coach in person	I can understand why you would believe that working	Is there anything else that is	In my X years of Coaching experience, I have found that Coaching works better on the phone. 95% of Coaching is done on the phone

Listen to the Objection	Cushion/Empathy/Clarification	Reframe / Probe for Other Objections	Refute / Response
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	<p>with a Coach in person would be beneficial</p>	<p>making you hesitate?</p>	<p>worldwide. I find that clients are able to be even more honest on the phone and dig deeper. It's almost confessional. I have learned to listen in a deeper way on the phone, where I am not distracted by visual cues. And, I find my clients learn to listen more deeply on the phone as well. The majority of my very experienced colleagues agree with me.</p> <p>Also, it is easier to be consistent with your appointments, since you don't need to leave your office or home and don't hit traffic.</p> <p>Working with documents and informational web pages is easier on the phone as well.</p> <p>We can do SKYPE or Zoom a few times so that we can see each other. I prefer not to do it for every call.</p> <p>Does that address your question about having a Coach on the phone?</p> <p>Would you like to go ahead and book for this week at ___ or next week at _____?</p>
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