

Recruiting Mastery™

Scripts - Session 7

What Is The Concern/Objection?



To your Achievement of Excellence in Life

HOW TO GO ABOUT RESOLVING CONCERNS

1. EMPATHIZE

“I understand how you feel. Others have felt the same way, but they found after further discussion, the benefits far outweigh any limitations. Shall we review these together and see if we can come up with a mutual solution?”

2. PROBE TO FIND OUT WHAT THE REAL CONCERN IS

“If I understand you correctly, what you’re concerned about is ABC, is that correct?”

“If I can satisfy your concern are you prepared to join us or if together we can resolve your concern are you prepared to join our firm?”

3. PLAYBACK – REPEAT THE CONCERN

“If I understand you correctly, what your only concern is ABC; is that correct?”

4. USE THE INFORMATION YOU HAVE GAINED TO SOLVE THE CONCERN

“Let’s review your concern together and see if we can find a satisfactory solution.”