



Welcome

Overcoming Objections



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TOPICS

Be *prepared*

How to resolve *objections*

Always show *respect*

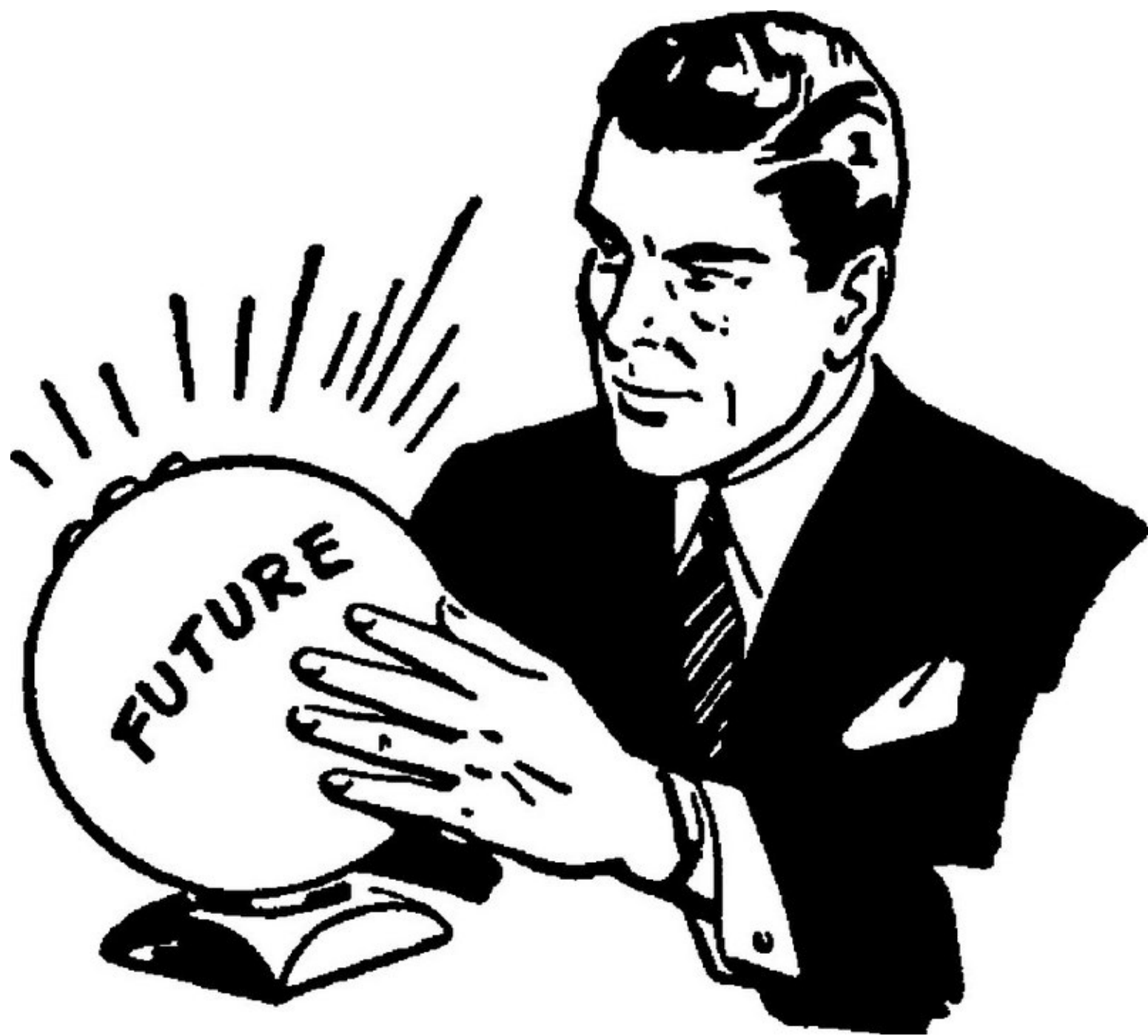
The *one* dreaded objection

OBJECTIONS
ARE NOT A BAD THING

Thought #1
Be prepared

**OBJECTIONS ARE
ANYTHING THAT STOPS
A CUSTOMER FROM
LEASING FROM YOU**





COMMON OBJECTIONS

- Price or value
- Timing
- Trust in you
- Knowledge
- Other decision makers



PROOF
+ *credibility*

Thought #2

How to resolve objections

#1

RESOLVE OBJECTIONS

listen to everything

#2

RESOLVE OBJECTIONS

Repeat and clarify

#3

RESOLVE OBJECTIONS

Dig a little deeper

#4

RESOLVE OBJECTIONS

Provide an answer

#5

RESOLVE OBJECTIVES

Check-in along the way

TRY TO ANSWER
QUESTIONS BEFORE
THEY ARE ASKED.

‘JUST
LOOKING’



Thought #3
Always show respect

Respect.

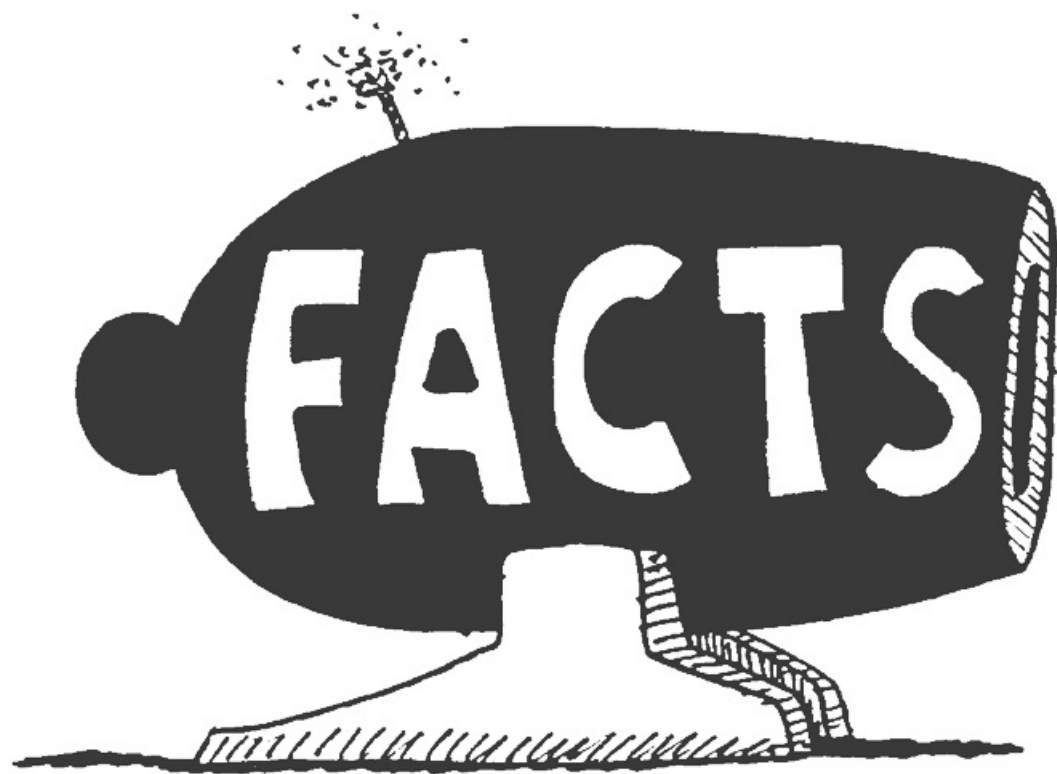
AVOID CONFRONTATION





FIND

an agreement



Thought #4
The dreaded objective

**LET ME THINK
ABOUT IT & GET
BACK TO YOU.**

TAKEAWAYS

Be *prepared*

How to resolve *objections*

Always show *respect*

The *one* dreaded objection



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Thank you! Want to learn more?

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Selling and Communicating
with Different Generations

Thursday, Feb 11

1:00 PM – 1:30 PM CDT

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