

Teresa Harding's How to Close a Class



This can often be one of the scariest things for people. People don't know what to say at the end of the class or when they're talking with someone about the oils. They don't know how to help them purchase without feeling like they are pressuring. So, I am going to teach you a way to do this that is so comfortable for you and for them that they will love it! It is fun! You will lose your fear of closing a class.

There are 6 steps in how to close. If you are not getting 90% or better rate of close at your classes than I would challenge you to try what I am about to teach you, because you will find that you will have a higher percentage of enrollment the night of the class. You will have more people signing up on loyalty rewards orders and you will actually have larger orders. The reason is not that we are more manipulating. The reason is because you are helping them feel comfortable, you're finding out what it is that they need, you are helping them. And they get to choose what it is that they want.

1. Assuming the Sale

We don't like this terminology. We don't like to talk about sales because we don't feel like we're salespeople, and we're not. But the reality is this is a business term and we run a business. So even though our sales are about helping people, and about finding out ways we can help support people in their health, it's still assuming the sale. Literally all that means is when you're done teaching a class, you know that everyone in that room is going to want the oils. And the truth is if you have ever done a class you know that that is true. So just remember that in business this is what assuming the sale looks like. And it's not a bad thing. It's great! It's a win-win situation. They are helping each other. It's business. Even though we are talking about assuming the sale, lets never lose sight about what this is all about.

When you're assuming the sale you're going to do 3 different steps.

1. Each person in the class starts with 5 handouts.
2. Explain first 3 handouts at the beginning of the class. You'll save the last 2 for later.
3. Implement "Assuming the Sale" throughout the class.

Now there is a key phrase that you are going to need to know. It's going to be very powerful and you are going to use it more than once as you close the class, and it's this "For those of you who have essential oils you are wanting to try..."

Ok, so now I'm going to tell you how to use each one of these handouts.

1. The first handout is going to be just basic essential oils information. You can find different types of handouts you can use at aromatools.com, oillife.com, or you can type up your own. But please make

sure you make it compliant with FDA regulations because we work closely with them and the FDA wants to make sure that we're not making unfair claims, that we are not saying things that are not true. We have to abide by those guidelines and it helps protect our customers and the people we are working with, which is exactly what we want.

2. The second piece of paper in your little packet that you are going to give everybody is a summary of your class. Whatever class you are teaching it is a summary of that. You can find tear pads for \$9.99 at oillife.com. It's really important for them to be able to follow along.

3. You're going to do the product order form. This is something you can print from your back office. It's basically just the price list of what dōTERRA has to offer.

4. The enrollment kit. You want a piece of paper that has pictures of the top enrollment kits. Again, you can find different ones for \$9.99 at oillife.com.

5. This will be the enrollment form. You can print this from your back office.

Now the order is very important. Can you imagine if you had the enrollment form on top instead of at the back. What do you think your attendees are going to feel like? They're going to feel like all you care about is signing them up. But if you have the oil information and the summary of the class at the top, then they're interested. It's information they are learning and they feel like you care more about them then you care about trying to sell them something.

1. Now this is what you are going to talk about at the beginning of the class. You're going to say "So this first handout (you're going to hold up the packet), is basically just essential oil information. I like you to have this because not everyone has a book on essential oils that helps guide them with which oils will support with which health concerns and so if you look through this you can look up different things to get ideas about which oils are good to support different issues. So now you'll notice that this sheet will only have some of the minor issues that you might be dealing with. And the reason that is because there isn't room to put more on there. If you want to find more of the major issues that you might want to learn more about, you'll need to look in a more comprehensive essential oils book. They have books you can use to look up the different issues. They're in alphabetical order and it tells you exactly which essential oils can help be supportive with what you're trying to do to help your body. What I want you to do is notice that you can look different things up. I want you to be able to look it up while we are doing the class." Then you are going to put this sheet down.

2. Hold up the second sheet. Then say "This is simply a summary of what we are going to cover in the class today. Sometimes it is hard to remember everything we talk about so this one is for you to take home. It will help you remember some of the things we talk about in the class today and you can take notes on it. That's yours to keep. This third handout is the pricelist. There are two reasons I like to give you this handout. Number one, I can't stand it when I go to a class and they won't tell me the prices until the very end." Now, when I tell them I can't stand it, what happens is they all perk up and they get all worried thinking "What, what can't she stand?" And they are listening. They want to know! And then when I say "I don't like it when I go to a class and they won't tell me the prices until the very end" and

when I say that they get very involved and they start nodding their heads like "Yeah, yeah! That's exactly how I feel! I know exactly what you mean!" And already from right now on, we are on the same page and they feel like I am one of them. And it's true, I am! That's exactly how I feel. And then I say "You'll notice there is a column that shows the retail price and one that shows the wholesale price and some other columns. See how the wholesale price is in bold?" And I point to it and I let them take time to find it on their piece of paper. I say "That's the price you are going to want to look at because it's the cheapest way to get the oils. Everyone buys it that way whether they want to be a consumer or a builder or whatever, so that's the price you will want to look at. The second reason (and I hold up my fingers) I like you to have this handout is because in my experience what I have found as we go through the class there are certain health issues or oils we talk about that you'll find you are particularly interested in, that you are wanting to know more about. So what I want you to do is make notes besides the name of that oil or make notes about something that we discussed in the class you want more information on and at the end of the class then we are going to go around and answer your questions individually. We'll be able to help answer your questions about that. So just use it as a wish list."

Now, do you see what I am doing? I'm already assuming the sale. I am helping them feel like it is safe and comfortable to start making a list of things they might be interested in, and I haven't even started the class! And what's interesting is when I say this, people are nodding at me and are like "Oh, ok!" and they're getting their pens out saying "Ok, I'm going to make a list." Instead of feeling like "Oh great, she's going to try to sell me the whole time," they're already right there with me, ready to make a list of the things they might want to buy. I say "Now, you'll notice that the prices of the individual oils, because you can buy them individually, but you also can buy them in kits. So when you keep a list for me, when you use this as your wish list to make little notes, it helps me to help you better at the end of the class because I know what essential oils are in what kits and when you buy the kits you get discounts. (Now notice how much I am assuming the sale. I am assuming they are going to want oils at the end). So if you show me your list of oils at the end of the oils you might be interested in, then what's going to happen is I can look at those and say "Oh, well those oils are all in this kit, so if those are the oils you are wanting it will save you money if we do it this way. So it just helps me to help you at the end to get the cheapest possible price."

Now that is probably the longest part of the whole close and you haven't even started the class yet. You've taken about 3 minutes or so.

Step 2: How to Buy

It's very simple. Say "For those of you have essential oils you are wanting to try, it's very similar to Costco. There's a \$35 enrollment fee and after that you get everything at wholesale price." That's very understandable, everyone understands that. Then say "In order to keep your wholesale pricing all you have to do is buy one item (pause) every year." Now I pause because I want to make sure they understand and I'm not going too fast. But this is what I've noticed now when I pause. When I pause people will interject and they'll say "Every month." And of course that's not true, they don't have to buy every month, but when they say that what happens is I just ignore it because I don't want to call them out. I don't want to make them feel ridiculous and say "Oh nope, you're wrong. That's not true." No, I

just pretend like I didn't hear it and I say "One item every year." And they've just said "Every month" because that's what they're use to. So now what's happening is when I say "Every Year" you'd be surprised how many people in the class go "Oh, wow, that's awesome!" And then inevitably I end up hearing someone who says "Oh, I can totally do that" or "That's easy!" You are creating a situation where they feel comfortable.

Step 3: Loyalty Rewards Program

You are going to teach them about the Loyalty Rewards Program. This can be very confusing if you don't do it in the right order, so I am going to teach you how to do it because I have heard people teach this where everything they say is true but because of the order they say it in or because of the way they explain it I'm confused by the time they're done, and I understand the Loyalty Rewards Program! So, realize I've done that to. At the beginning I use to say it confusing, and by the time I was done I'd have tons of questions and I just thought "Good, I'm helping answer questions." But I want you to understand that if you do this and keep it clear and simple there are a couple things we are going to verbalize at the first square where it says 10% and the last square that says 30%. We're going to say some things that are obvious, but we're going to say them out loud anyway because it makes it easier for people to understand. Then we're going to go quickly through the 3 middle squares. And just remember if you get a lot of questions at the end you are not explaining it very clearly. And that's ok. Don't beat yourself up. Just get better at explaining.

What you're going to say is "I'm going to show you something (and remember you've just told them they only have to buy one item a year) that you are going to want to know about because it is going to save you a ton of money. It's called the Loyalty Rewards Program. It's kind of like a frequent flyer program." As soon as you say it's like a frequent flyer program they already start to understand it a lot better. Say "With dōTERRA it's 100 points a month." Now I pause because it gets confusing when you are talking all these numbers. I say "That's about 100 dollars depending on what you are going to buy. See these little purple boxes? I'm going to show you exactly how this works." Now, on your sheet you have given them in their packet they should have a little picture of this little chart that I've shown you here. So make sure they find it on their sheet as you hold up your sheet so that you don't lose them. "Now, I want you to look at this first box on your left. See how it says Months 1-3?" And the reason I say that out loud is so they can find it easier. I say "That means for every 100 points you buy you are going to get 10% back in free product credits. You are going to get 10 points back or \$10 equivalent back in free product credits." Now, do you think they can figure out that \$10 is 10% of 100? Yes, they can! But when I say it out and I verbalize it makes it easier for them to internalize it and remember it and understand it.

The second obvious statement I am going to make about the first square is , well it may not be quite as obvious but you've talked about wholesale. They can see that it's 25% off of retail, but I'm going to say it out loud. I say "Now remember, you're already getting 25% off of retail. This is an additional 10%." Now I'm going to go through the next 3 squares really fast. I'm going to say "The next 3 months it goes up to 15% (and I'm going to point to the 15%), the next 3 months it goes up to 20% (and I'm going to point), and then it goes up to 25%." And then I draw a line with my hand and I say "And after your first year it goes up to 30% back in free product credits." Now, I'm going to say some obvious things again

about that last square, the same things I said before. I say "Now I've been doing this for awhile, so that means that every 100 points I buy I am getting 30 points back in free product credits. And I get to redeem them anytime I want. Now remember, I'm already getting the 25% off of retail so this is an additional 30%. That's huge." Guess what? Now when I explain it this way I almost never get questions. People totally understand it. They end up signing up. When people are confused they don't want to deal with it and they don't want to sign up for LRP because it's too confusing.

Step 4: Business

Scary! This is the business! People get nervous about this because they don't want people feeling pressured. But, if you don't talk about the business then how do they know there is an opportunity? It's very important that you talk about it, but let's do it in a way that's not pressure, that doesn't make them feel uncomfortable, and does not make them feel like you are being pushy. And I'm going to show you how to do it. You're going to love this. And I have had people who are so against talking about the business at a class and when they see this they say "Oh, ok! That I can do! That I am comfortable with."

So I'm going to show you what you do.

1. Tell them that you are going to talk about the business. (We do not want to be sneaky)
2. Tell them how long you will talk about the business (So that they can prepare and they're ready. You're going to be simple and clear. You're going to use the words "share" and "want" and I will show you how to do that. And then you're going to tell them about the last two handouts.

Now, this is such a hard part and it's scary for people that I've written the entire script out for this part. There is one little additional thing that I will add in that you can do if you want. I say "Ok, now, before we end (now remember, you've finished the class. From step 2 on of the close you've already done the class. Step 1 of the close is before the class, then you teach the class, Step 2 is after the class, then Step 3, and now we're on Step 4.) I want to talk to you for a minute about the business. I take just 2 minutes on this (and I hold up my two fingers because I want it to be interactive. It makes it more interesting and then they look and they listen). And I really do take 2 minutes. (Now, as soon as you say you are going to talk about the business you know you are going to get some body language. People are going to fold their arms, they're going to sit back and roll their eyes. But as soon as I say "I take just 2 minutes on this" and I get some of that attitude, and a couple people relax after I say "I just take 2 minutes" but there are still people who don't believe me yet. So then I repeat myself and say "And I really do just take 2 minutes!" And when I say that, you would be amazed at how the class relaxes. Ok, now that's all I say and I move on to the rest of this unless I have somebody in the class that I can tell is still having attitude. They're rolling their eyes, they're thinking "Oh, Brother, yeah you say 2 minutes but I know you're going to take longer than that." We have those and we've been that person before! I've been that person thinking "Oh, Brother!" I don't want them to feel that. I don't want them to feel uncomfortable. So if I notice anyone still being sassy, guess what I do? I don't look at them because I don't want them to feel like they got caught being sassy or whatever. I find someone in the class that's smiling at me and having a good time and is totally happy to talk about the business. I point at them and say "Ok! You time me!" And as soon as I say that, it's so funny, they kind of sit up in their seat, they're kind of excited to be part

of it. Everyone else in the room starts to engage and all of a sudden everyone feels like "This is a game, let's see if she can do this in 2 minutes." So if they start to time me I say "Wait, wait, wait, not yet, don't start yet!" and then people in the room kind of laugh because they think "Oh yeah, sure you can do it in 2 minutes!" But see, now they are already with me. They're my friends, they're laughing with me. I say "I promise I'll let you start in just a second, but first I just want to tell you this. I know this isn't a business class but there are two reasons I like to share this with you. First of all, because there are a few of you who are interested in the business." Now, if you don't feel comfortable saying that, don't say that part. I feel comfortable saying that even when I haven't talked to anyone in the class and I'll tell you why. I've had enough experience to know that there will be people in the class who want to share the oils by the time we're done. I just know that that will happen every time, so I am comfortable saying that. If you're not comfortable saying that and you don't feel like you know that then delete that part, don't say it. So I say "First of all, because there are a few of you who are interested in the business and secondly (and I'm holding up my fingers again), because in my experience what I have found is that as you learn how to use the essential oils, you will share them." And keep in mind, they've already heard the class. They already are in love with the oils right now. I say "Now when the oils help support a health issue that you've been dealing with what do you think you're going to do when your friend, or your sister, or your grandma comes to you with the same issues? You're going to say "Oh my goodness, you have to try these!"

So it's helpful for you to understand a little bit about how this works. Before I start this slide I say "Ok, now start the timer!" Ok, so now they know, 2 minutes from here on out! And I better keep my promise! You stop in the middle if you have to to keep your promise of 2 minutes! This will take you a minute to about a minute and a half to show the entire business section, but if people ask questions and it takes you a little too long then you need to end half way through. On my paper I point to the little man whatever color he is on the paper, on some of the papers he's purple on some he's green. I say "See this little green guy right here? This is you and you are doing that 100 points a month." Now keep in mind, because we've already talked about things in the right order they're not confused about the 100 points a month. They know exactly what that is and they're right with me. I say "If you're doing that 100 points a month, once you have shared the oils with 3 people (and I'm pointing to the dark blue guys now) who want to do that 100 points a month, now you're going to get a \$50 bonus every month." Now notice how I'm using the words "want" and "share." I say "Once each of these three dark blue guys have shared the oils with 3 people each who want to do that 100 points a month now you're going to be at a \$250 bonus, which is awesome because now you're more than covering what you're buying every month! You're getting it for free! Now once each of these 9 brown people have shared the oils with 3 people each who want to that 100 points a month now you're getting a \$1500 bonus and that \$1500 bonus is a significant increase for most families." And people are nodding their heads, they're agreeing with you!

I got a little sidetracked on the little 9 brown guys because then I realized that could sound not very politically correct. So if I was in a class and I thought of that I would just say it out loud, I'd say "Now I promise, I'm not being racist! I'm just talking about these brown guys! I'm Mexican, okay!" I'll make a joke or I'll have fun with them. They're enjoying the class. Enjoy it with them! Remember, they're timing you so they're having fun checking to see if you're going to be done in time. Now if I don't have

time, I'm done, this is all. If I have enough time, I'm going to talk about this next section. These are the Key Phrases so you can see them. Now, I'm going to talk about this if I have time. What I'm going to say is this, "See these number on the left hand side in the green section? It says 1, 2, 3, 4, 5, 6, 7?" And guess what? I say 1, 2, 3, 4, 5, 6, 7 every time because it helps them find it quickly. I say "Those represent the levels on your team." Now, do you think everybody knows what that means? No! Most people don't even know what that means! So, guess what I do? I go back and point to this chart and say "Level 1 represents these three dark blue guys. That's your first level. Level two are these 9 brown guys. Level 3 are these light blue guys and so on. Those are the levels on your team. This is what this chart is showing you. Look on the right hand side with the dark purple. I want you to see this is what you would be making every month if that level were full with three people. Now, with your first level full you're at \$59 a month. That's \$50 from the bonus we talked about and a whopping \$9 for the rest of your bonus." People kind of chuckle because \$9 is not very much. I say, "Once your second level is full, now you're at \$300 a month. That's the \$250 bonus, plus the rest is your regular paycheck. But look what happens as you go down the chart." Now, notice I'm not going to tell them every number. I just started them off to get them a feel for what I'm talking about. I say "Look what happens by the time your 7th level is full. This is \$34,000 a month." Now when I was new and I wasn't making that much I would say "I've only been doing dōTERRA X amount of months and I'm already beyond this X amount." I try not to say the numbers too much because I don't like to hype the money, but when I was at \$5,000 a month I would say "So, I've been doing dōTERRA for X amount of months and I'm already at this income and I'm well on my way to this" because I want them to understand this is very real. Or if I didn't feel comfortable saying the money amount I would say (if I was at half that amount) "And I'm half way there to this amount." And now of course that I'm at Presidential Diamond, when I do this I say "So that's \$34,000 a month. I've been doing dōTERRA for a long time now and I'm WELL beyond the bottom of that chart." And I'm not trying to brag, I'm trying to help them understand this is real. We can make good money when we know what we're doing. But, I say it very quickly and I don't go on about it. And so you can see how you can say that in just a couple of minutes.

Now we're going to show them the last two handouts and tell them what to do. We don't like to be bossy, but we forget that people want to know what they're supposed to do next. And we don't tell them because we're worried about it. So I want you to notice how comfortable this feels. We're going to show them what to do. But, before we do that I want to answer one concern that people often have and I'm going to go back to this slide (levels). People are very worried about not telling everyone about the 600 team volume. Because I'm talking about 100 points a month, but that income comes when it's a 150 points a month and you can't get the power of 3 unless people are at the 150, right? But what happens is I use to share that and I use to explain it because I wanted to be clear. I did not want to sneak. I didn't want to withhold information. But this is what I have found. If you share that right now, you will confuse them. It will in fact get so confusing that people will get frustrated. It's amazing in the room people will say "Yeah, but what about this or what about that?" and it's very frustrating. And so I've learned that you don't do that there. Right now we're just giving them an overview. We're not trying to teach them the compensation plan. For Heaven's sake, we don't have enough time for that! But afterward people now get an idea and afterward the ones who are interested now is the time to talk

to them about that and help them understand that there's more to the compensation plan. So we're not trying to be sneaky, we're not going to trick them or anything.

So now we're going to show people what to do. We're going to say "For those of you who have essential oils you're wanting to try, what you'll want to do is to start filling out this form" and you show it to them. And the form is the enrollment form. But, the enrollment form can look confusing, so I say "Now see this purple line in the middle right here? What you'll want to do is fill out everything below this line and then just make sure all the highlighted spots are filled in." Because now I've just simplified it for them. You will be amazed because now I've said "For those who have essential oils you're wanting to try what you'll want to do is start filling out this form." You'll be amazed how people will pick up their form and go "Oh, ok!" and they'll grab a pen and start filling it out. Because they have oils they want to try, but they don't know what to do. And if you just say "Oh, thank you so much for coming! If you'd like to try some oils we're happy to help you." That is so confusing and people don't know what to do.

Now, at the end I say it's almost the exact same information you'd fill out if you were going to buy something online. Because what that does is it helps them feel comfortable like "Oh, ok it's just basic information." Now why do I say it's *almost* the exact same information? Because some of these people are going to putting their Social Security Number on there and that is not what they ask for online. But, as they start filling it out and it wants their name, and their birthday, and it wants their credit card number... instead of thinking "why are they wanting all of this" instead they're thinking "Oh yeah, this is what I'd do if I was going to buy something online. This is normal."

Step 5: The Recipe

Step 5 is what I like to call The Recipe because if you were the expert at making chocolate chip cookies and you had someone in your neighborhood come to you and say "Hey, I keep hearing about how you're the expert at these cookies. I don't even know what they are. I've never had them before but everyone tells me you're awesome at this. Can you teach me how to make these?" You would never, *ever* tell them just some of the ingredients. You wouldn't be thinking "Well, I'm afraid you might not be able to afford them, so you know what let's just do salt, flour and eggs. We'll just do the recipe with those because I'm worried about you. You would never do that and in fact how arrogant for you to decide what they can afford or what they can or can't do. You would tell them the entire recipe! So, I want you to remember that, ok? Because what you're going to do is you're going to work with each person individually at the end. You're going to write down each of their health concerns or their issues with their health that they want to know more about. Then under each health concern, after you have listed all the health concerns that they would like to talk to you about, now you're going to list ALL of the products that you would use, that you think would be a good support for that issue if it was YOU. Tell them EVERY single one that you would use if it was you. Because if somebody came to me and asked me to help them with some issue that they're having with their health and they are wondering if there are oils that might help support that issue that they're trying to help their body with...if it was my Mom I can tell you right now I am going to be telling her every single thing that I think might help. Treat other people like you care that much. And don't worry, I know you're going to be worried about the money

and if they're going to feel uncomfortable. I'm going to help you with that. We have a way to handle that, so don't worry about that.

Now, when you're all done figuring that out and writing down the different product and different oils, you're going to have them add up the dollar amount of each section separately. Now, if I'm at the end of a class, I can't sit there and help them figure it out because I have got to go help other people. So, what I'm going to do is help them figure out the different oils that they might want to try and then I'm going to say "Here's your price list. What I want you to do is go through the price list and figure out the price for each of these sections separately, and when you're done then let me know and I'll come back over. I'm going to go help some other people while you're figuring that out." So they will figure it out. And then, when you come back you be *silent* when they are deciding. Don't be arrogant enough to think that you can make a better choice for them than they can. You will make them feel uncomfortable if you keep talking because you're so worried about if it's going to be too much money for them.

So, these are some things you can say at the end of the class. "Thank you so much for coming everyone! Ok, now we're going to go around and help you with your questions. Help you figure out how to best support the issues that you're dealing with with your health." And then we're helping them after the class you can say one of two things, whatever feels comfortable. Now keep in mind they trust me now. I've been working with them, we've joked through the class, I've treated them with respect. So, I feel comfortable coming to Sarah and saying "Ok Sarah, so what are we working on?" If I don't feel comfortable enough to say that, that's ok. Then say "What are the oils or health concerns that you're wanting to know more about?" You can say either of those things.

Then, what's going to happen is you're going to go through the recipe. You're going to write down the different health concerns that they want to ask you about. You're going to write down the products like we talked about, and then when you come back to them they are going to have the prices figured out. They already know. In their own privacy they've been able to kind of look at the prices and see how much they are. And then when I come back they are going to do one of two things. They're either going to say "I'm excited! I want to get these oils!" And you'll be surprised how many times that happens. Don't get a look of shock on your face and say "Really, you're going to get all of those oils?" Just let them choose. It's their choice. You're going to either get that response or they'll say something about the money. If they're worried about money they'll say "I would love to get all these oils but there's no way I can afford that." They'll do something like that. If they say *anything* like that, you make them feel comfortable. You totally act like that's absolutely ok and like it's normal. Because is it normal for people to be able to buy every oil they want right now? No. It's normal that people can't get everything they want right away. So, you help them feel like that's normal. I say "Yeah! That's totally ok. There are a couple different things we can do." Notice, that there are a lot of things they can do, but I'm just going to give them a couple of options because I don't want it to be confusing and it gets their mind thinking and they start thinking and they start going "Oh, ok! I could do this or this!" So I say "There are a couple different ways we could do this. You could either start with one or two of these health concerns," let's say they've got 5 or 6 listed. I say "We can start with 1 or 2 of those and you can get the products that are helpful in supporting those, or we can just pick 1 or 2 of the oils for each of these issues and that way you can start working a little bit on all of them. And then we can set up the LRP we talked about-

the Loyalty Rewards Program. We can set that up so that each month you can add an oil or two and then pretty soon you'll have everything that you're wanting to get."

Do you see how comfortable that feels? And they love it! They absolutely love it! And what happens is they start looking at the list and going "Oh, ok! So, maybe I'll do this" and then they decide what they want. And again, be silent while they're deciding.

Step 6: Follow Up

You follow up! Follow up, follow up, follow up! It is SO important! You're going to care about what they're doing and then you're going to let them know that you'll be calling them and why you'll be calling. Because it's important that you let them know you're going to call but if you sound like you're being all business like by saying "Ok, well I'm going to call you on Tuesday at 5:00" that's not very comfortable and it makes them feel like you're hounding them. But at the end of the class if you say "So, you should get your oils in about 4 or 5 days or so, so I'll give you a call on Friday to make sure you got all the oils." You see how I'm telling them that I'm going to call and I'm telling them *why* I'm going to call "Cause I'm going to make sure you got everything ok." Then, when I call them on Friday I'm going to find out if they got everything, I'm going to check up with them, make sure they remember how to use the oils, and then I'm going to end. Now notice I'm going to tell them again that I'm going to call them again and I'm going to tell them why I'm going to call them. I'm going to say "Ok, try the Deep Blue and I'll give you a couple of days. Because I want you to be able to practice or whatever. Then I'm going to give you a call and we'll see how it's going and see if we need to change things up."

You see what I'm doing? I'm making them feel completely comfortable. I'm not acting like I'm scheduling a meeting. I want to help them. And I know they're going to have questions, and I know they might feel uncomfortable feeling like they're bothering me about it. And then of course I'm going to ask how they're doing, how their son is doing, whatever.

This is a summary of the 6 steps:

1. Assume the Sale
2. How to Buy
3. Loyalty Rewards Program
4. Business
5. Recipe
6. Follow Up

I am so excited because I hope this will help you. I believe it will. So, I challenge you to practice that. Remember that we are all in this together. This world is a much smaller place than sometimes it seems. We are here to help each other to make this work. So let's figure out the best way that we can to help

people learn how to use the oils, learn how to help support their health by using the different products that dōTERRA has to offer.

I still get emotional when I get texts or I get emails or a phone call with someone telling me "Oh my goodness, thank you for your help! This really helps support what I was trying to do with my health."

Here is your challenge:

If you are part-time what I want you to do is I want you to practice the close two times out loud. You can do it to yourself. The third time it has to be talking out loud to a partner or teaching it at a class if you have a class this week, because you are doing two classes a month. So, if you happen to have a class this week then practice it at this class. If not, I would challenge you to do it the following week.

And for those of you who are going for it and you are just going all out I want you to practice the close three times out loud, it can be to yourself or someone else, one time at least talking to a partner where you're practicing out loud to someone else, and then the fifth time I want you to do it at an actual class because you're doing classes. Practice it! And what will happen is you'll do it and you'll think "Oh, that sounded dumb!" or you'll think "Oh, I did great on that part!" Then you'll go back and listen to this and you'll learn it a little bit better and go "Oh, ok! That's how you say that part!"

