

Follow Up



No Answer

Make the mindset shift from:

- Pushy to professional
- Bothering to caring
- What others think to what's in it for them

Give them grace and the benefit of the doubt. Everyone has “noise” in their life, so do not make up your own negative story. It's important to reach out a few times allowing a few days between each reach-out, and don't forget about people! Your goal is to get a yes or no. And remember, no's are normal!

Examples when someone doesn't answer your invite:

1. “Hey _____! How are things? I know how crazy life can get!”
2. “Hey _____. Don't hesitate to tell me no on this if it's not a good time or you're not interested 💡💡 I just thought you would (insert reason why you thought they would enjoy event). No worries on my end if not!”
3. Continue to connect with them on social media and start a conversation about something different down the road.

Follow-up After Event

1. Thanks for checking out the event! What'd you like best?
2. Ask questions and send specific testimonials if applicable
3. If they haven't told you, ask a direct question like “Would you ever try it?”
4. Handle Objections:
 - ask for help from upline
 - relate to them with how you felt or another person's story
 - ask clarifying questions
 - use third party tools to answer the objection when possible
5. If they are interested in the business: get them in a 3 way convo with an upline to hopefully help them get signed up. If they are interested in the product: help them enter their order



Follow-up After Event Cont'd

If they are a no:

Add them to DYSL-Design Your Sweet Life group, tag/welcome them in pinned post and send this message: “No worries! As a thank you for checking out the event, I’ve granted you access to our private Facebook community “Design Your Sweet Life”! I thought you’d like being a part of this vibrant group for mind, body, and soul wellness with online workshops, recipes, workouts, personal development, relationship tips, projects for giving back, etc. It’s our way of giving back to supporters like you!”

Continue to keep in touch with them through social media and real life as often people come around!

For males, we find they aren’t really engaged in Facebook groups and prefer their customer care to be individualized.

Ex. when someone doesn't answer "what did you like best" after event.

1. “I don’t want to be a bug lol, but I’m trying to be all professional with my business and follow-up with people properly. 💎💎 Did you get a chance to watch the event? I would love to hear your thoughts because you’re (insert compliment).”
2. “Hey _____. Sorry we haven’t gotten to connect. Don’t hesitate to tell me no on this if it’s not a good time or you don’t think it’s the right fit for you 💎💎 No worries on my end!”
3. Continue to connect with them on social media and start a conversation about something different down the road.

Examples when they say they want to get started but are no longer responding:

1. “Hi _____! I wanted to make sure you know I haven’t forgotten about our conversation 💎💎 We are going to help you _____(insert reason they wanted to get started).”
2. “Hey _____! I don’t want to drop the ball because I know you were excited about making these changes, so I’m wanting to be a good friend and follow-up.”
3. “Hey _____! Has anything changed about you wanting to get started? No worries on my end if something has!”
4. Continue to connect with them on social media and start a conversation about something different down the road.