

Prospecting Training Study Guide

Section 1: Prospecting 101

To Prospect means to: _____

Another name for prospect is: _____

The definition of a lead is: _____

The Assumptive Close means: _____

One way to overcome Phone Fear is to: _____

What do we mean when we talk about posture? _____

The first call should take about how long? _____

It's good to tell your client about yourself so that they feel more comfortable. Y N

FORM is an acronym that stands for:

F: _____

O: _____

R: _____

M: _____

The FORMing section is important because it's where we begin to establish...

G.A.P. stands for: _____

Section 2: Follow Up

Before you dial, set your: _____

On any follow up call, the first thing you want to do is: _____

The next thing you do is rekindle your client's excitement by focusing on:

A great method for retaining control of the call while gathering your client's questions is:

This technique will prompt MIAs to resurface, or will shake procrastinators off of the fence: _____

Section 3: Telephone Etiquette

The best type of phone to use in your business is: _____

Does the "star 6" feature block sound between you and your guest? Y N

Never sit on a _____; choose _____ instead!

Call Waiting is disabled on my phone by pressing: _____

Why is it a bad idea to put a conference call on hold? _____

How do you mute your line on a 3-way call? _____

How do you mute your line on a conference call? _____

Section 4: Third Party Validation and Edification

Another word for Third Party Validation is: _____

To "Edify" means: _____

The simple formula for edification: _____

Always edify _____ first, and best.

What's the last think you should ALWAYS say about your client when edifying him or her to your sponsor? _____

Your sponsor uses what Instant Messaging Program? _____

When is it OK to interrupt your sponsor during a 3-way? _____

Section 5: Overcoming Objections

Step #1: _____

Step #2: _____

Step #3: _____

Step #4: _____

Step #5: _____

Step #6: _____

What is a buffer? _____

Give an example: _____

What is an EZ Out? _____

What is a BQQ? _____

Fill in the blank: "If I could, _____?"

Section 6: The Close

The phrase that pays is: _____

Section 7: 12 Mistakes of the Novice

Mistake #1: _____

What should you do instead? _____

Mistake #2: _____

What should you do instead? _____

Mistake #3: _____

What should you do instead? _____

Mistake #4: _____

What should you do instead? _____

Mistake #5: _____

What should you do instead? _____

Mistake #6: _____

What should you do instead? _____

Mistake #7: _____

What should you do instead? _____

Mistake #8: _____

What should you do instead? _____

Mistake #9: _____

What should you do instead? _____

Mistake #10: _____

What should you do instead? _____

Mistake #11: _____

What should you do instead? _____

Mistake #12: _____

What should you do instead? _____