Feel Felt Found

Responding to objections

What do you say when a potential has an objection to a product or the opportunity? How do you address your potential's concern? Use Feel, Felt, Found as you respond to their objection.

Listen to concern & show empathy

Validate your potential's concern and help them know that you understand how they feel. More than likely, you have been in their shoes with similar concerns or objections, so let your potential know that you have totally been there.

Here are a few examples:

“I know how you FEEL. I FELT the same way when my friend told me about Slim. But, when I looked into it more, I FOUND…”

-Or-

“I totally understand how you FEEL. I FELT that if I joined Plexus® …But, I have FOUND…”

Activity:

1. Now, try it out for yourself. Write down an objection you have heard or expect will come from a potential.

2. Write down how you would respond to your potential's concern with Feel, Felt, Found.

Practice this out loud with a friend or your Sponsor. Ask them to share an objection that you expect will come from a potential and practice sharing your Feel, Felt, Found response.