

How to Share MONAT® Words to Say

Here are some ideas to help you engage in the conversation when you're sharing MONAT with your prospects—regardless if they may become a Market Partner, VIP, or Retail Customer.

1 START THE CONVERSATION

- Smile! Be open to conversation, and say: "Hi! How are you today?"
- **When someone asks what you do**, reply and say:
 - a. "I help people create their best life. I am living my own, and I help others create theirs. I'd love to help you create yours too." (Expand on what this means to you authentically.)

OR

 - b. "I just started a new business. I get to work with a great team, and our goal is to help people create their best life. And we do it with natural haircare and skincare products."

OR

 - c. "I just started this new "side hustle" with my friend _____ and it's providing me with a little extra income each month. I just do what _____ is doing, and we are getting great results and having fun, too!" s."
- **When someone compliments your hair or your skin**, respond by sharing, "Thank you! I use the most amazing products from MONAT..." and tell them one of the ways the product has enhanced your life. For example:
 - a. "My hair has never been healthier."

OR

 - b. "My skin has never felt softer."
- **When someone notices that you have the time and freedom to be with your children or to work out or give back to your community** say, "I work with a company that helps people be their best self and sells great products." Then, briefly speak to how MONAT has impacted your life.
- **When someone asks, "What are the products like?" Or "What is the company like?"**
 - a. Share what you love about the products and the company. It's also nice to have one or two favorite products to speak about—your enthusiasm will encourage others.

OR

 - b. "You know how I'm into health and wellness? When I learned MONAT products were naturally based, vegan, healthy aging products, I knew I had to give them a try—and I love the results I am getting. My skin is softer and more luminous" and/or "My hair is healthier than it's ever been!"

OR

SHARE

 - c. "I didn't want to just jump in with any company, so I did my homework with MONAT. They are family-owned and manufacture their products. What I love best is the culture of inclusivity and gratitude! The company has so much to give."

2 IDENTIFY THE NEED:

Questions to help you identify the needs of your prospects:

- "How important is healthy aging to you?"
- "Are you happy with your current haircare products?"
 - If no, why not? What's missing?
- "Are you happy with your current skincare products?"
 - If no, why not? What's missing?
- "Have you ever considered a work from home/social selling business opportunity?"
- "Do you like to help other people?"
- "I know you're really into naturally based products. What have you been using lately?"
- "I am so excited to share our beauty quiz with you! I'd love to text the link to you." "What's the best way to contact you? I'll send it right away!"

3

SHARE SOLUTIONS

If they have specific haircare or skincare concerns, you could say:

- a. "I have a few samples with me!"
OR
- b. "I can send some directly to your house. Let me grab your contact information. How do you prefer that I follow up?" Or "What's the best way to follow up with you?"
OR
- c. "We have a great beauty quiz; I'd be happy to text it to you. What's your number? Is it okay for me to follow up via text message as well?"

Also, consider the **You + Story + Open-ended Question** approach, here are a few ideas:

- "You mentioned wanting to stay home with your children..."
- "I don't know if this would be a fit for you, but I wanted to share MONAT with you."
- "I'm meeting people with similar stories who are making this happen for their families—with haircare and skincare!"
- "Would you be interested in learning more about the business?"
- "Some of my friends and I are getting together (online or in person) this Friday, and I'd love for you to join us. We are doing (bubbles and braids/natural Botox party/etc.), and I think you'd really enjoy it. Are you free?" OR "What are your thoughts on meeting me there?"
- "I think you would be great at this, and I'd love the chance to work with you. What do you think about connecting tomorrow so I can share more about the business and/or products?"

4

ADDRESS QUESTIONS & CONCERNS

[See Overcoming Objections Training](#)

5

SEEK COMMITMENT

- Seeking Commitment can be as easy as asking:
 - a. "It sounds like this could be a great fit for you, are you ready to enroll?"
OR
 - b. "Are you ready to get started?"
OR
 - c. "What are your thoughts about getting started with MONAT?"
OR
 - d. "Now that you know more about MONAT and we've talked through your questions, where are you on a scale of 1-10—with 10 being, "Let's get started!" and 1 being, "I just wanted to meet you for coffee." Once they give you their number, you'll have a better understanding of their readiness.
 - i. If their number is 10 say, "That's fantastic! Let's get your Product Pack or VIP enrollment started!"
 - ii. If they say 1-9 ask, "What's holding you back from a 10?"
 - This is where it's easy to let your mind go to places you don't want to go...like she must think this is crazy or she doesn't want to work with me. Be careful not to pre-judge or decide for them. Give them time to respond by saying nothing until they answer your question.
 - They may respond with a 6 or 7 and say, "I need to run it past my spouse," or perhaps they have a big vacation or life event (wedding example) coming up that may take a lot of time, finances, and energy. (This connects them to a financial need.)
- Once you KNOW what they're thinking, it's time to peel the onion a little more with questions like:
 - a. "What other information can I provide to help you with the..."(Discuss whatever her response was.)
OR
 - b. "If _____ wasn't in the way right now, would you still be interested?"
OR
 - c. "If I could help you with the timing on that, what are your thoughts on looking at a start date once the "wedding" is over?"

- OR d. “When do you think you’ll get a chance to talk it over with your husband?” (tomorrow) “Great! Let’s set up a time to chat afterward so I can answer any questions or concerns he may have. How about Tuesday at 4?”
- This can also be a good time to ask, “When specials or incentives come up in the future, would you like me to let you know about them?”
 - a. If they say YES, you’ll know they still have interest in MONAT in some way. This also allows you to call them and say, “You had asked me to give you a call to let you know when this special came up again.” (or something like that)
 - b. If it’s a hard NO...they just do not want to be a Market Partner/VIP, say “Thank you so much for taking a closer look!” and let them know how much you’ve enjoyed getting to know them, and that you’ll be there if they ever change their mind or have more questions.

Remember, each touchpoint allows you to build a stronger relationship with them. They’ll see that you care when you continue to follow up.

- **If they aren’t interested in joining your team as a Market Partner**, you can invite them to become one of your VIP or Retail Customers!
- **ALWAYS ask for a referral!** Referrals are a great business-building tool—especially when we have so many great solutions for people you’ve not yet met. You could say:
 - OR - “Is there anyone else you know who might be interested in the business or the VIP experience?”
 - “The greatest compliment I can receive is the referral of friends and family.”

6

FOLLOW UP

This is a crucial step, whether you’re talking to a prospect, an existing customer, or a Market Partner in your downline—building relationships is about staying connected!

Here are some ideas when you’re following up:

1. “Hi Mary! It’s been a while since we last spoke. How was the wedding (or whatever caused the delay in committing)?”
2. Ask again, on a scale from 1-10, what is their level of interest?
3. What is keeping them from being a 10?
4. Follow the conversation through to YES, or to the need for more follow-up.

Other simple ways to connect:

- Comment on a social post.
- Say hello via private message or text.
- Reach out via voice message and say hello.
- Invite them to go to a local event with you or out for happy hour.
- “Hi Susan, you were on my mind today, and I wanted to check-in. Hope you are doing well.”

And that’s all. Simply check-in and let them know you care. And then do it again until it’s the right time for them!

For more information on Prospecting and Follow-up, see the Resource Library, Videos section in Vibe “FB Live Training Replays”, and Market Partner Academy.

Share MONAT today and every day!