

“No rapport,  
No right to sell.”

“Resistance is a  
sign of Lack of Rapport”

Create

# ULTIMATE

## Rapport

- Smile
- Praises
- Nodding
- Avoid conflict
- Eye contact
- Say client's name
- Show you care
- Listen
- Match & Mirror
- Find something in common
- Acknowledge his/her success
- Manners
- Don't brag or Superwords complain
- agree



# ULTIMATE Communication

**"Enthusiasm  
Sells!"**

① **High Energy**

② **INTENSITY** of Eye Contact

**Verbal**  
&  
**Non-verbal** ③ **Transfer of Feelings**

④ **Strategy & Scripts**

⑤ **Look For The Response**



# Look for the RESPONSE

**If your STRATEGY is correct,  
the response is what you want.  
If not, Change the Strategy!**

## Quick Creative Action Use Visual<sup>†</sup> Document





# **Listening Skill**

- Maintain rapport
- Match & Mirror
- Rephrase words/voice, writing
- Nod your head
- Eye contact
- Do not interrupt
- Look for Response & Body Language
- Look for Buying signal



**“I see....I agree....  
I understand....I appreciate”**

# ULTIMATE Influence

in Handling Objections

**Agree, Defuse & Redirect**

**“Many of my top clients  
felt the same way like you  
do now....  
I am sorry I did not point  
this to you earlier....”**

**“Maybe...”**

**“Perhaps...”**

**“Imagine...”**

**“What if...”**

**“Lets begin...”**

**“Allow...”**

Use Conditional Close “If I....will you...”

## LS+Rap+XFactor+ADR



<b>Prepare</b>	<b>Motivate/ Awareness</b>	<b>Taking Action</b>	<b>Smooth Signing</b>	<b>Purchase More</b>
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# NSP Sales Process

- 1 Rapport/Qualify & Need Analysis/Summary
- 2 Promote our Company/Agency/You
- 3 Uncover problems & give solution/strategy
- 4 Ask for the order/Prepare paperwork
- 5 Upsell/Referrals/Trust Nomination/Thank you