

## Building a Strong Team with Gloria Mayfield-Banks

### Asking for the interview from a private consultation:

“\_\_\_\_\_, have you ever thought about making any extra money? I know you never thought about doing it with Mary Kay. But do you ever think about making any extra money? Really? Well I have been building one of the most phenomenal teams in the \_\_\_\_\_ area and I love telling women about how I make my money. And I would love to tell you. I would love to get together with you in the next 5 days and tell you a little bit about what I do. I’m going to give you this brochure, I want you to read it through, and when you read it I want you to underline it, highlight it, mark it up, and write down any questions you might have. Because this might not be for you at all, but then again it might, you never know. But I would be crazy as a professional consultant not to offer it to you.”

Be prepared for her response and objection. There is an objection coming; be ready--it is coming!

### Objections must be memorized from Your Consultant’s Guide! Type on 3X5 cards.

#### Write the objection on the front and the response on the back.

- **Example: Her: I’m not like you.** You: I know you’re not like me. I’m not looking for people like me. I’m looking for people who are like they are. I’m good at what I do because I like who I am. You’re going to be good at what you do because you like who you are. And I know that you know that you have blessings that you could offer people that I may not have. I don’t need you to be like me, I need you to be like you and share you with other people. So is there any reason why you couldn’t take 45 minutes to one hour to listen to what I have to say?
- **Her: Oh, I don’t have any time!** You: Oh, I know you don’t have any time. Most of us don’t have any time. But, let me just ask you this, “If making some extra money is really something you want to do, what are you going to do to make extra money?” **Know the FEEL, FELT, FOUND method.** I know how you feel, I felt the same way too, but what I found was.... I don’t have any time. I know how you feel, when I came into MK, I was working \_\_\_\_\_ hours/week. What I found was Mary Kay fit into my life. I don’t have any friends. I know how you feel, I (or Susie in our Unit) felt that way too. But what she found was, you don’t build this business on your friends and family. She also found that she came into MK and made a whole bunch of friends. **YOU MUST BECOME AN EXPERT ON FEEL, FELT, FOUND, AND ON YOUR PEOPLE SKILLS!** And some that are critical to have are: Attitude, you are responsible for cultivating a good attitude: Patience, kindness, energy, a giver! SMILE!! Smile, nod, ask positive questions! Be excited!! Image SHARP!! SLAMMIN HAIR!! Always act like you are leading a team. You cannot be a wimpy leader!
- **More objections to learn to overcome: I’m not the sales type.** Have a sheet of paper and have her tell you ..Tell me about the sales type: what do you consider the sales type to be? Whatever she says, you write it down. Like Pushy? and you ask her, “Did I appear pushy at the skin care class/facial? Was I aggressive? I understand how you feel, I felt the same way too. What I found was, sales was a profession and everybody sells something. You wouldn’t have on the clothes you have on if someone didn’t sell you something. You wouldn’t have your hair done the way you do if someone didn’t sell you something; you wouldn’t have the purse you have if someone didn’t sell you something; you wouldn’t live in the home you do if someone didn’t sell you something. You wouldn’t have the car you drive if someone didn’t sell you something. Everybody sells something. Guess what, you sell something. You sell your kids on this; you sell your husband on this. All of us sell something all the time. But tell me, if I could teach you how to be good, could you learn?”
- **I don’t have time.** I understand how you feel, I was extremely busy when I came into MK and I didn’t have time. But what I found was my need for the extra things was more important than some of the other things I was doing with my life and I found the time. I don’t know how you’re going to find the time, but what I know is when you want something bad enough, most busy women find the time. If I find out what you need and then explain what we have in MK, then we can decide if the time we spend together is worth it. . .if what we have and what you need match up. So let’s talk about your time. Don’t try to sell them on the entire career of MK at one time. Can you get interested in the flexibility? Can you get interested in being in a positive environment on a consistent basis? Develop an incredible career? But you know what, I don’t know if you’re going to like it that much to do that well. We have to find out. She may not be able to relate to a career change and the idea of starting all over again. NO other career, not just MK. She may shut down because it’s too big of a bite to take. Maybe she just needs to think