

# Training Confirmation Calls

## PHILOSOPHY

- Confirm for Training / Build Excitement of Trainees / Connect with top reps - build relationship
- Handle objections or concerns – Reduce no-shows or cancellations

## APPROACH

- Hey \_\_\_\_\_, this is \_\_\_\_\_ from Vector, how's it going?
- I was calling to give you some reminders for training tomorrow. Do you have a second?
- Great... Well, first of all, we are really excited to have you in. Are you getting excited?
- What are you looking forward to most? Have you been thinking about some goals?
- **Rapport / Name drop top reps or PRs**
- Do you have any questions before training?
  - o **Handle questions or objections**
- Ok so some reminders...
  - o Do you still have your paper with the training times? We start tomorrow at \_\_\_\_.
  - o Make sure you are here EARLY (Top reps 30 minutes / Others 15 minutes)
  - o Bring a lunch or snack... Notebook and Pen... and Dress professionally... (Parking)
  - o Make sure to **confirm your information** in the email that was sent to you...
  - o Bring your **brainstorm list** for **practice presentations**. How many do you have so far?
- **I (the manager)** am really looking forward to working with you. I know you're going to be a great addition to our team. We'll see you tomorrow!

## HANDLING OBJECTIONS (Objection cycle)

- ***"I totally understand how you feel that way..."*** (example of you or rep who had same concern)
  - ***"However"***
  - ***Give your opinion / alternate option / 100% up front (SEE BELOW)***
  - ***Ask for the order***
    - o It would mean a lot to me if you were there...
    - o I wouldn't want you to look back and regret not trying it out
    - o I believe in you and I think you should give it a shot
    - o Come to the first day and see how you like it
  - ***"Can I count on you?"***
- 
- **This job is not for me:**
    - o If you don't think it's for you after you go through training, no big deal. I would hate to see you give up before you gave it a try. You never know. If you try it out and don't like it, I would feel good knowing that there were no regrets. Even the training itself will be a great experience..."
  - **Parents aren't supportive:**
    - o What are they nervous about?
    - o Naturally, they will feel that way. That's normal. They won't be supportive until they see your presentation. How about this... go through training and make your first presentation with your parents to show them how everything works. If they aren't supportive after your first presentation... no big deal... we won't continue... but..."
  - **Scheduling Conflict:** Opportunity to do something great here... "can you take care of the conflict?"
  - **I don't have people to see:** Give examples of reps not from the area
  - **Nervous about job / Read things online:**
    - o "I read those things too before I started. With a huge company, there is going to be a lot of information online. Most of those things are hilarious and completely untrue. But this job isn't for everyone. I know that you'll be successful because..."

**MESSAGE APPROACH:****Top Prospects / Create a call-back:**

"Hi \_\_\_\_\_! This is \_\_\_\_\_ with Vector. Just wanted to give you a quick call with some reminders for training tomorrow. We are so excited to have you on our team. We are going to have a great training and you'll make a big impact. I want you to be fully prepared and not miss any details, so please give a call back as soon as you get this so I can go over a short list of reminders. The number here is \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_. We'll be here until \_\_\_\_ so don't worry about calling too late."

**Alternative / Leave details:**

"Hi \_\_\_\_\_! This is \_\_\_\_\_ with Vector. Just wanted to give you a quick call with some reminders for training tomorrow. We are so excited to have you on our team. We are going to have a great training and you'll make a big impact. We start tomorrow at \_\_\_\_\_. Make sure to be here 15 minutes early, dress professionally, bring a notebook and pen, bring a lunch or a snack, and don't forget your **brainstorm list** for your practice presentations. Can't wait to see you tomorrow! If you have any questions, give me a call at \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_."