



isten



mpathise



sk, Then Ask to Isolate



roblem Solve



uestion



CanineCareHub

**HANDLING OBJECTION**

# HANDLING OBJECTION



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FEEL



FELT



FOUND



I understand how you feel

Lots of others felt the same way

What they found was....



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# HANDLING OBJECTION

**A**  
AGREE

"Of course, you need to  
(INSERT THEIR OBJECTION)"

**S**  
SOLUTION

"Here's what we can do...."

**Q**  
CLOSING  
QUESTION

The two options close i.e.

"Would Morning or afternoon be better  
for you?"

"Does Tuesday or Wednesday best suit  
you?"