

How to earn more with phone manners and the power of belief

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How to earn more with phone manners and the power of belief

By Timothy L. Drobnick Sr.

How to earn more with phone manners and the power of belief by Timothy L. Drobnick Sr.

This article was originally written to teach my members how to get ISP clients, but you can use it for almost any business that you are in.

How to EARN MORE with PHONE MANNERS AND THE POWER OF BELIEF

How do you sound on the phone, are you

1. Clear
2. Concise
3. Happy
4. Enthusiastic
5. Listening
6. Informed
7. Confident

or are you

1. Mumbling
2. Slurring words
3. Speaking too quietly
4. Depressed
5. Don't listen
6. Don't believe

Let me tell you, that you can make the sale in your first word,

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Hi!!

Depending on what you have behind that can make a big difference on how you affect the person on the other end of the phone line.

When I was on the phone full time, I waited for the answer, and then enthusiastically I would say

Hi!!

When I was in a new phone room, (before I started my own business), the other salesperson thought this was funny and would laugh at me.

But they did not laugh at the money I made.

No matter which phone room I walked into, I was always the top salesperson, by usually 2 times as much volume as the next top salespersn.

When I could get all the conditions right, the belief in my mind, that I was doing good things for people on the other end of the phone, that I deserved good things for myself, that I was happy, enthusiastic, and confident, no one would turn me down!!

Now it is hard to keep in this mind set all the time, and it does take a lot of work to get there, but overall it makes you a better salesperson all the time.

But on those times when you can put it all together, no one can say no to you!!

It is not mind control, it is contagious enthusiasim! People sub consciously understand your motives, and if your motive is to "get them" they will not buy from you without extreme pressure.

But if people pick up that you are calling with pure intentions and motivation to help them, they just can't turn you down.

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There were days that I would be so attuned to what I was doing, or what sports athletes say, "In the Zone", that I would not notice what was going on around me in the room, all I knew was the person on the other end of the phone.

I remember one day in particular, that about 200 leads were given to me that just had been called by other salespersons in the room.

I did not know this, nor did I care. I think someone was trying to play a joke on me, to see if they could bring me down a notch.

But I called the first one, Hi!! I said, and then

I pause, and LISTEN.

I explained the offer, and they purchased. Joe behind me had just talked to this person, and they said they were not interested.

As I kept calling the leads, they kept telling me that someone had just called them. But I knew the person that just called did not care about them as I did. So they purchased again.

And the next Hi!! and the next Hi!! all purchased.

I made 35 sales in a row, with no turn downs.

I then looked up to see the entire staff of about 20 telemarketers gathered around me just starrng.

They asked me how I did it, and I said, you just believe and they buy. Of course that answer was to simple for them, and they continued with their disbelief.

Do you believe in yourself?

Do you believe you are doing something good for people?

Do you believe you want to
help the person on the other line,

Do you believe that you are doing
the best thing possible for them?

Do you believe?

The Power of Belief and Expectation

By John Boe

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While you may not always get what you want, you will always get what you expect! Belief is the most powerful state of mind because your belief system defines and shapes who you are and determines your potential. I believe Henry Ford was correct when he said, "Whether you think you can or think you can't - you are right." Your belief system doesn't differentiate or judge, it simply accepts as truth what you feed it. Interestingly enough, the power of belief and expectation works just as effectively on your feelings of self-doubt and limitation as it does on your thoughts of success and achievement. Think thoughts of defeat or failure and you are bound to be discouraged. In his classic book, *The Strangest Secret*, Earl Nightingale revealed that the strangest secret in life is that you become what you think about. If you want to know what you believe, look at what you are experiencing in your life. As within, so without. Your thoughts are creative and express themselves through your emotions, which in turn, drive your actions. Everything you say is literally an affirmation, both positive and negative. You must be careful to guard your thoughts and words for they become your deeds.

I once heard a story about an eager, new insurance agent who had just received his license and was looking for prospects. He met with a successful businessman who had agreed to provide him with referrals. As he handed the salesman ten prospect cards, the businessman instructed him to call the prospects immediately and report back after he had finished. One week later, the enthusiastic salesman decided to drop by the businessman's office to give him feedback and to ask for more referrals. The insurance agent was pleased to inform him that he had been very successful! He said he had already contacted and sold insurance policies to eight of the referrals and was still trying to contact the other two. He enthusiastically thanked the businessman for providing him with the ten prospects and then asked him if he had thought of any other people to refer? The businessman smiled and said that he was very busy at the moment and shocked the insurance agent by handing him a phone book. The businessman explained that he had selected the previous ten prospect names at random out of the phone book and that the insurance agent could go ahead and get the next ten for himself.

The clever businessman taught the new insurance agent an extremely valuable lesson in the power of belief and expectation. The salesman had made those sales on the belief that he had been given ten preferred prospects. Therefore, he was confident and eager to contact those leads and expected to

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make the sales with little or no difficulty. What is your belief about your market and what expectations do you have for your success? Yes, belief is indeed a very powerful state of mind!

John Boe, based in Monterey, CA, is recognized as one of the nation's top sales trainers and motivational speakers. He helps companies recruit, train and motivate quality people. John is a leading authority on body language and temperament styles. To view his online Video Demo or to have John Boe speak at your next event, visit <http://www.johnboe.com> or call (831) 375-3668.



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