



Sales Fundamentals

Objection Handling

Types of Objections



Early Resistance
Tactics to get you off the phone



True Objections
Buying Signs for more information

Common Objections



We are not hiring/ currently making redundancies



I'm too busy/ going into another meeting



We have a PSL/ we use another agency



We recruit internally/ we get enough applications



Agencies are too expensive



We've had a bad experience

Model for Overcoming Objections

Acknowledge

Probe

Answer

Close



Top Tips for Handling Objections

Don't Sell too Soon

Try to Understand the Client's Point of View

Empathise

Use Data and Facts to Support Your Opinion

Maintain a Consistent Pace