

**ON - THE - JOB TRAINING RECORD
CONTINUATION SHEET**

Date of Training: _____

Lesson Category: Overcoming Objections

Lesson Title: Four Ways to Mentally and Emotionally Respond to Stalls and Objections (Recruiter Version)

Student Materials/Activities:

1. Students were instructed to listen to the audio "Four Ways to Mentally and Emotionally Respond to Stalls and Objections."
2. Students were instructed to complete the Sales Success Worksheet.

Learning Objectives:

1. To identify and discuss the differences between a stall and an objection.
2. To identify and discuss the four ways recruiters can respond to stalls and objections they hear from their applicants.
3. To have the participants discuss some of the ways they have responded to stalls and objections.
4. To discuss a "creative" method for overcoming objections.
5. To identify and discuss the most common objections each recruiter hears and strategies for overcoming those objections.

Lesson Outline:

1. Identify and discuss the differences between a stall and an objection.
 - a. Stall: Applicant is raising conditions under which they will commit. Example: Must be in a career field that offers an enlistment bonus.
 - b. Objection: Legitimate obstacles that will prevent an applicant from committing. Example: Don't want to work outdoors.
2. Identify and discuss the four ways recruiters can respond to stalls and objections they hear from their applicants.
 - a. Anger, frustration and resentment
 - b. Stubborn persistence
 - c. Feeling like a victim or blaming the applicant
 - d. Creativity – seeking new opportunities to correct your course.
3. Using the Sales Success Worksheet and the discussion questions on page two of the Manager's Meeting Guide, conduct a guided discussion surrounding the ways the participants have responded to stalls and objections in the past.
4. Using the Sales Success Worksheet and the discussion questions on page two of the Manager's Meeting Guide, conduct a guided discussion concerning the "creativity exercise" where participants "brainstorm" five ways to overcome each objection.
5. Using the Sales Success Workshop and the discussion questions on page two of the Manager's Meeting Guide, conduct a guided discussion concerning the most common objections recruiters hear and the "group's" suggestions for overcoming those objections.

LAST NAME - FIRST NAME - MIDDLE INITIAL