

APPOINTMENT SETTING

SKILLS & REBUTTALS

A practical training workshop for handling common prospect stalls

TRAINING FOCUS • CONTROL THE CONVERSATION • CREATE THE NEXT STEP

LEADS PLUS

What This Training Covers

Core appointment-setting responses from the supplied training material.

Rebuttals to the most common stalls

How to respond when a prospect asks you to leave a phone number

How to handle “Call me back later”

How to respond when the prospect says “I’m busy right now”

How to handle “Just email some information”

How to turn a stall into a specific follow-up commitment

The Appointment-Setting Mindset

DON'T END THE CONVERSATION TOO EARLY.

A stall can create an opportunity for a callback file.

Ask a short, relevant question before ending the conversation.

When the prospect shows interest, move directly to a day/time.

Use the conversation to create a clear next step.

Stall #1 — Leaving a Phone Number

PROSPECT

“Can I have your phone number?”

RESPONSE

“We can do one better — What is your email and will sent you our information!”

FOLLOW-UP QUESTION

“WHO SHOULD I MAKE IT ATTENTION TO?”

Training note: The supplied material identifies this approach as an opportunity lead for your call-back file.

Stall #2 — “Call Me Back Later”

RESPONSE 1

“Totally understand — quick question before I let you go... When you say call back later, is that because you’re busy, or because you are just tired getting these kind of calls?”

IF THEY’RE BUSY

“Got it. What time works best today to call you back so I don’t keep on chasing you.”

RESPONSE 2

“Absolutely, I can do that. Just so I’m prepared — would you open to lowering or elimination your credit card rate?”

Then move to: “Would later today or tomorrow morning be better?”

Stall #3 — “I’m Busy Right Now”

“Fair enough. Before I hang up — if I could show you how MAKE MONEY ACCEPTING CREDIT CARD BY eliminating your processing fees.. would you give me 5-minute of your time to know about that? GREAT!”

IF THEY ASK “HOW CAN YOU DO THAT?”

“I don’t have the answer to that but I know who does”

Next step from the source material: Offer to have the banker call and ask whether later today or tomorrow morning is better.

Stall #4 — “Just Email Some Information”

What the prospect may really be communicating.

“I’m not convinced yet.” — You haven’t created enough value or urgency to justify more time.

“I want to end this conversation.” — It’s a polite brush-off.

“I don’t see how this applies to me.” — The relevance isn’t clear.

“I need to review without pressure.” — Sometimes it’s genuine, but often it’s a delay.

The Worst Response

Avoid giving away the next step.

“Sure, what’s your email?”

This can lead to:

Low open rate

No urgency

No next step

No control of the sale

EMAIL SUPPORTS THE CONVERSATION — IT DOESN'T REPLACE IT.

The Best Response

Turn the information request into a relevant conversation

“Happy to send something over. Just so I send you what’s relevant — what specifically would you like to see?”

IF THEY SAY:

“Your offer or your rate”

FOLLOW WITH:

“So are you saying if you found a lower rate with no contract or upfront cost ... You might be interested in having a conversation about it?”

Then send the email AND set a callback time and date to review it.

Role-Play Practice

ROUND 1

Prospect gives a stall. Rep responds without ending the conversation.

ROUND 2

Rep asks a clarifying question and creates a specific next step.

ROUND 3

Partner gives feedback: relevance, confidence, clarity, and commitment.

COACHING QUESTION: “WHAT IS THE NEXT STEP?”

Key Takeaways

Don't accept the first stall as the end of the conversation.

Use one short question to uncover the reason behind the stall.

When there is interest, ask for a specific day and time.

If you send information, schedule the conversation that follows it.

Practice the language until your delivery sounds natural and confident.

CONTROL THE NEXT STEP • CREATE THE COMMITMENT • FOLLOW THROUGH

LEADS PLUS

APPOINTMENT SETTING SKILLS

Rebuttals to the most common stalls

TRAIN • PRACTICE • APPLY

Use the supplied scripts as a foundation, then practice until your delivery is conversational.