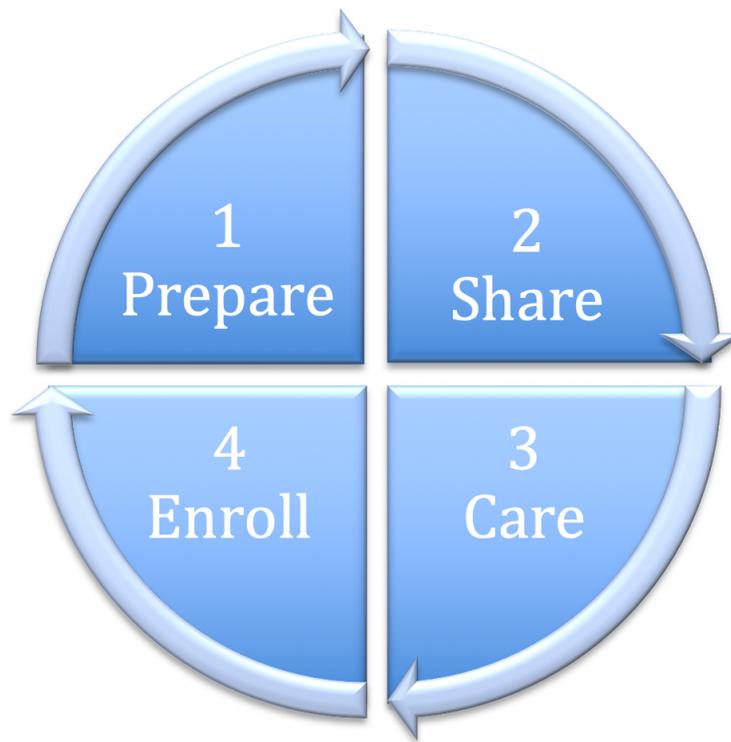




## Getting Started Guidebook

Based on our Simple 4-Step  
Proven Plan of Action



PRACTICE, LEARN and TEACH these 4 Simple Action Steps  
and Success can truly be Yours!

**SUCCESS TIP:** *Success is not Magical. It's Mathematical!*

# Welcome!

*Congratulations on your decision to join LifeWave and our expanding LiveYounger Community.*

*You are now in business for yourself but not by yourself. There is valuable training and support readily available from the company, your upline support team, and our LiveYounger Community.*

*In conjunction with the tools, trainings and events provided by LifeWave Corporate, our LiveYounger SUCCESS SYSTEM also includes weekly conference calls, webinars, Facebook groups, presentation & training materials and events to ensure your success. Systems easily duplicate...people do not.*

*This GUIDE is a primary cornerstone of our LiveYounger Success System and is the result of 100's of years of the collective experience and wisdom of many of the industry's top earners and professionals.*

*It is based on our simple 4-Step PROVEN PLAN OF ACTION (PPA).*

## **I - PREPARE... The First Step in Success**

To get off to a good start, take a little time to briefly read and work through the Prepare section of our Getting Started Guide. This is the first step on your journey toward success with LifeWave.

## **II - SHARE... The Products & Business**

Everywhere you go there are people who need and want our products ... and people who need and want our business. Once you have had your own X39 experience and seen and heard the amazing results so many people are having, you'll find talking about X39 and helping people feel, look and live younger will start to come quite naturally.

## **III - CARE... The Fortune & Friendship are in the Follow-Up**

People don't care how much you know, until they know how much you care. You show people you truly care by doing diligent and timely follow-up and by providing enough information for them to make an informed decision that is right for them.

## **IV - ENROLL... New Customers and Distributors**

If you Share & Care enough, people will start asking to purchase your products and join your team... and that's when the fun really begins! Helping people get started on the right path is an important role and responsibility. Our job is to give people enough information to make an informed decision about the best way for them to get started.

*We encourage you and those who join your team to plug-in to our simple duplicatable LiveYounger Success System and use the tools we and LifeWave provide.*

*Once again, a warm welcome to the LifeWave opportunity and to our LiveYounger Community.*

*Now let's get started!*

*Your LiveYounger Community and Leadership Team*



## The First Step in Success

### 1. WHY Did You Join LifeWave?

Not everyone joins for the same reasons because everyone's DREAMS, WANTS, NEEDS and ASPIRATIONS are not the same. Some join because they are seeking a part-time supplemental income whereas others may be looking for a more serious full-time income. Some may join because they are passionate about sharing our products and mission. We're here to help people feel better, look younger and to lead more joyful, abundant lives. We do this not only with our revolutionary wellness products that tap into the body's natural energy and resiliency but also with a business opportunity that inspires personal and professional fulfillment.

Before you begin charting your personal path to success, the first step is to be clear on your reasons for joining.

1. I am starting my LifeWave business because \_\_\_\_\_

\_\_\_\_\_

2. I am most excited about LifeWave because \_\_\_\_\_

\_\_\_\_\_

3. Some of my primary skills and background that might help me with my new LifeWave business \_\_\_\_\_

\_\_\_\_\_

4. When you have time and money freedom, what would you like to do with your life? \_\_\_\_\_

\_\_\_\_\_

*SUCCESS TIP: Once you are clear on your reasons for joining, we encourage you to share it with your Upline Support Team so they can better understand and support you.*

### 2. Meet Your Upline Support Team

Once you have taken some time to become clear and you have written down your reasons for joining LifeWave, it's important that you share them with your Sponsor and Upline leaders. This will enable them to better support you in fulfilling your dreams and to assist you in completing the Goal Setting section of this Getting Started Guide

Your Sponsor \_\_\_\_\_

2nd Upline \_\_\_\_\_

3rd Upline \_\_\_\_\_

4th Upline \_\_\_\_\_

## 3. Getting Started

### YOUR FIRST 24-HOURS... Quick Start Checklist

#### 1. Begin with the Basics

- Download the LifeWave InTouch App...** our FREE powerful smart phone marketing system
- Watch** the short tutorials in the Training Section of the app
- Practice** sharing/sending a video to your sponsor... today!
- Monthly Subscription Order:** Ensures weekly bonus qualification & prevents volume from flushing

#### 2. Begin Practicing our simple DMO – (Daily Method Of Operation)

- Connect** with people heart-to-heart... *before* presenting
- Pique** their interest with either...
  - The simple phrase: “I’ve recently learned of an Historic Breakthrough in Affordable Stem Cell Technology”
  - Some relevant X39 success stories
- Offer** them an X39 sample (almost everyone says yes)
- Share** the 3-minute LifeWave X39 video from InTouch *before* sending a sample
  - Say: “First I’d like to send you a 3-minute video, and if that interests you, I’ll be happy to send a sample”
- Alert** will inform you when they watch the video
- Follow-up & Take Appropriate Action**
  - Ask: “What interested you most?”
  - Answer their questions
  - Possibly a 3-Way Call
  - Send Additional video(s) and/or info
  - Enroll as a Customer or Distributor
  - If necessary... send Sample with Card or Flyer

#### 3. Explore your websites

- Primary website: [LifeWave.com/UserName](http://LifeWave.com/UserName) (contains opportunity and other product access)
- X39 website: [LifeWaveX39.com/UserName](http://LifeWaveX39.com/UserName) (primary focus on X39)
- Training & Information website: [NittyGrittyBasics.com](http://NittyGrittyBasics.com)

#### 4. Subscribe to Newsletters & Text Message Reminders

- Weekly LiveYounger NEWS YOU CAN USE newsletter [LiveYoungerNewsletter.com](http://LiveYoungerNewsletter.com)
- Text LiveYounger to 96000 to get text reminders of upcoming LiveYounger Team Webinars & Calls
- Weekly LifeWave News and Updates (Resources section in your Back Office)
- Dr. Nicholas & Dr. Joan’s Dream Team List (email request to [drjoan9@gmail.com](mailto:drjoan9@gmail.com))

#### 5. Learn More

- Watch** replays of [David Schmidt Product Trainings](#) and [Field Leader Business Trainings](#)
  - [youtube.com/user/LifeWaveVideos](http://youtube.com/user/LifeWaveVideos)
- Go To** [NittyGrittyBasics.com](http://NittyGrittyBasics.com) => Getting Started
  - **Download** the 16-page [Getting Started Guide](#)
  - **Watch** the 35-min [New Distributor Orientation & Training](#) with Sr. Presidential, Gregory Mascari
- Schedule** a [Personal Planning Session](#) with your Sponsor or Upline leader

*SUCCESS TIP: Success is not Magical... It’s Mathematical... So practice our DMO Daily!*

## YOUR NEXT 7 DAYS

### 1. Plug-In To Some of Our Weekly Webinars

#### For All Distributors

- MONDAY Evening Community Updates & Training ~ 6pm PT, 9pm ET [LiveYoungerZOOM.com](https://www.liveyounger.com/zoom) (346) 248-7799, ID 479-071-423
- SATURDAY Morning Distributor Training ~ 8am PT, 11am ET [LiveYoungerZOOM.com](https://www.liveyounger.com/zoom) (346) 248-7799, ID 479-071-423

#### Great For Guests

- TUESDAY X39 Info / Doctor Zoom ~ 6pm PT, 9pm ET [LiveYoungerZOOM.com](https://www.liveyounger.com/zoom)
- WEDNESDAY Dr. Nicholas Product Training w/Q&A Noon PT, 3pm ET, (302) 202-1102,,762912#
- 24/7 15-min "Why Life Wave... Why Now" webinar [LiveYoungerREPLAY.com](https://www.liveyounger.com/replay)

#### Optional For Distributors & Guests

- MONDAY Morning 20-min Product Chat ~ 8am PT, 11am ET [LiveYoungerCHAT.com](https://www.liveyounger.com/chat)
- THURSDAY Morning 20-min Business Chat ~ 8am PT, 11am ET [LiveYoungerCHAT.com](https://www.liveyounger.com/chat)
- 2<sup>nd</sup> and 4<sup>th</sup> FRIDAY mornings 30-Minutes of Wisdom ~ 8am PT, 11am ET [LiveYoungerZOOM.com](https://www.liveyounger.com/zoom)

### 2. Explore Your LifeWave Back Office

- Go to LifeWave.com =>click Log-In in the upper right corner => enter your Username and Password
- Become a "happy clicker" and check out the *Resources Section*
- There are several Corporate social media links listed at the bottom of your Back Office

### 3. Meet Your Monthly Personal Volume Requirement (PV)

IMPORTANT: A min of 55 PV (Personal Volume) every 31-days ensures that your weekly volume is saved and not flushed and you are eligible to earn commissions. Here are 6 ways to meet those requirements:

1. **Best Way is Enroll on Autoship:** Product(s) of your choice will be sent to you each month! In your Back Office > Store > Patches > click on the patches you want > select Autoship (not Buy)
2. **Place a Monthly Order:** Just don't forget! Back Office > Store > select the patches you want > Buy
3. **Customer Orders:** Personally enrolled Customer Orders count towards you PV, so if you maintain enough active Customers it will cover your PV requirements
4. **Maintenance Packs:** Cover your monthly PV requirement for either 3 or 6 months and save on shipping. From your Back Office > Store > Maintenance Pack > select the Pack you want
5. **Upgrade Kits:** Great value. From your Back Office > Store > Upgrade Kits.
6. **Purchase of a Diamond Kit or a Diamond Upgrade:** Covers your PV requirement for 14 weeks

### 4. Join Our Private Facebook Groups

- Join our LiveYounger Private FB Group for Distributors in the LiveYounger Community.
  - Be sure you are friends on FB with your Sponsor and ask them to invite you
  - Once you have been invited to join, go to: [www.LiveYoungerFB.com](https://www.liveyounger.com/fb)
  - Be sure to explore what is available under the Guides and Files sections
- Join our Vibrant Living private FB Group for Prospects and Customers
  - [www.facebook.com/groups/581392392412464/](https://www.facebook.com/groups/581392392412464/)

### 5. Learn About David Schmidt, Our Patch Technology & GHK-Cu

- Download the LifeWave X39 Story (Guide) from the [LifeWaveX39.com](https://www.livewave.com/x39) or [LifeWave.com](https://www.livewave.com) home page
- Read about David Schmidt's history and the patch technology, beginning around page 18.
- Learn about the power of GHK-Cu (copper peptide), beginning on page 27.
- Google GHK-Cu and see what you find!

## **6. Review the Compensation Plan Basics**

- 3 Phases of the Compensation Plan (Appendix)
- Compensation Plan and Enhancement Chart (Appendix)
- Compensation Plan Video (NittyGrittyBasics.com)

## **7. LiveYounger Team Quick Access URL's**

- [NittyGrittyBasics.com](http://NittyGrittyBasics.com) – Our Team Training Website
- [LiveYoungerGSG.com](http://LiveYoungerGSG.com) – Download the Getting Started Guide
- [LiveYoungerGettingStarted.com](http://LiveYoungerGettingStarted.com) - 40-min 24/7 New Distributor Orientation /Training
- [LiveYoungerYOUTUBE.com](http://LiveYoungerYOUTUBE.com) - Our team's YouTube Channel
- [LiveYoungerDOWNLOADS.com](http://LiveYoungerDOWNLOADS.com) - Google Drive with LiveYounger Documents and X39 PowerPoint
- [LiveYounger.com](http://LiveYounger.com) - Simple X39 Presentation Site w/ 3-min X39 Video
- [LiveYoungerZOOM.com](http://LiveYoungerZOOM.com) - Mon & Tues evening Zooms
- [LiveYoungerCHAT.com](http://LiveYoungerCHAT.com) - Mon Product Chat & Thurs Business Chat
- [LiveYoungerREPLAY.com](http://LiveYoungerREPLAY.com) - 15-min Why LifeWave Why Now Presentation
- [LiveYoungerFB.com](http://LiveYoungerFB.com) - Short-cut to our private Facebook Group
- [LiveYoungerNewsletter.com](http://LiveYoungerNewsletter.com) – To add people to our weekly newsletter
- [WhyLifeWaveWhyNow.com](http://WhyLifeWaveWhyNow.com) - 11-min Why Life Wave (audio) by Gregory & Robin Blanc Mascari

## 4. The ABC's of the Business

### **ATTITUDE ... Develop One Worth Catching!**

People can alter their lives by learning to alter and control their Attitudes. In LifeWave, your Attitude is more important than your Aptitude, and ultimately... will determine your Altitude.

*SUCCESS TIP: There is little difference in people, but that little difference makes a big difference. And that little difference is attitude. The big difference is if it is positive or negative.*

*W. Clement Stone, the father of the Positive Mental Attitude movement:*

### **BELIEFS ... Speak Louder Than Words**

Belief is the substance that turns your dreams into reality. In this business you must develop a solid well-founded belief in four important areas.

Take a few minutes and rate your current belief level on a 1-10 scale in each of these 4 areas:

1. Belief in The **INDUSTRY** \_\_\_\_\_

Network marketing is one of the world's fastest growing and richly rewarding professional career paths. More and more companies are relying upon it to more effectively get their goods and services to market.

2. Belief in The **COMPANY** \_\_\_\_\_

LifeWave is a leading-edge health sciences research and development company ... that strategically chose Network Marketing.

3. Belief in The **PRODUCTS** \_\_\_\_\_

LifeWave is committed to ongoing research and to stay on the leading edge of with unique, exclusive, patented and scientifically proven breakthrough photo-therapy products.

4. Belief in **YOURSELF** \_\_\_\_\_

Do you believe in you? This is fundamental to your progress and success. You need to believe you can achieve the goals and objectives that you are going to set for your new LifeWave business.

*SUCCESS TIP: What the mind can Conceive and Believe... it can Achieve. Napoleon Hill*

### **COMMITMENT ... Are You Willing to Do Whatever It Takes?**

Here are two timeless secrets to fulfilling all your goals and dreams in life... and in LifeWave

1. *Make the commitment that you are willing to do whatever it takes!* Apply this principle to your LifeWave business and you will succeed. With commitment, problems become opportunities for growth and to expand your abilities.
2. *Be here a year from now!* The fruits of success are reserved for those who persist and keep their commitments. Life's greatest rewards are earned by those who demonstrate a determination to act until they achieve their goals.

*SUCCESS TIP: Success Depends on Properly Matched Commitments*

## 5. Set Goals for Your New Business

A goal is “a desired result or purpose toward which you are working.” Your mind will not reach toward achievement until it has clear objectives. Goal setting accomplishes three very important things:

1. Goals help you turn dreams into reality. Dreaming is necessary, but most of the time dreams are so vague that you can't get a handle on them. Goals help you turn wandering generalities into meaningful specifics.
2. Goals turn things you want ... into things to do. Map out a specific game plan. Once you decide what it is that you really want, work out a strategy for achieving it. Now you can develop a Daily Plan of Action.
3. Goals help you measure your progress. For example, when you set a goal to talk to four new prospects about your business each day, then you have a clear way to measure your success.

Pursuing worthy goals will help you expand and grow. Overcoming obstacles and achieving goals can give you a deep sense of fulfillment and happiness. However, planning to achieve your goals is not enough! You have to want your goals badly enough that you are willing to do whatever it takes.

### 1. Income Goals

Monthly within 90-Days \_\_\_\_\_  
A comma in your monthly \_\_\_\_\_  
A comma in your weekly \_\_\_\_\_  
Ultimate monthly income \_\_\_\_\_

### 2. Time & Investment Goals

Hours each day \_\_\_\_\_  
Hours each week \_\_\_\_\_  
Initial \$ Investment \_\_\_\_\_  
Monthly \$ Investment \_\_\_\_\_

### 3. Activity Goals

New daily contacts \_\_\_\_\_  
New daily samples \_\_\_\_\_  
Daily follow-up calls \_\_\_\_\_  
Weekly New Customers \_\_\_\_\_  
Weekly New Distributors \_\_\_\_\_  
Weekly Calls/Webinars \_\_\_\_\_

### 4. Achievement Goals (target dates)

#### Starter Kits and Upgrade Kits

Bronze \_\_\_\_\_  
Silver \_\_\_\_\_  
Gold \_\_\_\_\_  
Platinum \_\_\_\_\_  
Diamond \_\_\_\_\_

#### Achievement Ranks

Manager \_\_\_\_\_  
Director \_\_\_\_\_  
Sr. Director \_\_\_\_\_

## Develop Your Contact List ... *“Find the best and they will do the rest”*

We have products that can change lives. Start by building your Top 40 List. We all know people and families who could benefit from our wonderful products and/or by joining your LifeWave business. You probably have 100's in your smart phone contact list. Your personal and business contacts are some of your greatest assets!

Suggestion: Create a profile of the types of people you would like to have on your team. What are their characteristics? e.g. professional, coachable, willing to be a student, shared values, have initiative, people I like, have technical skills.

This is a 'living-breathing' document. Continue to grow your contact list daily – either electronically or on paper

### Ten Friends and Family to Share X39 with:

- |          |           |
|----------|-----------|
| 1. _____ | 6. _____  |
| 2. _____ | 7. _____  |
| 3. _____ | 8. _____  |
| 4. _____ | 9. _____  |
| 5. _____ | 10. _____ |

### Ten Sharpest, Most Entrepreneurial and Influential People:

- |           |           |
|-----------|-----------|
| 11. _____ | 16. _____ |
| 12. _____ | 17. _____ |
| 13. _____ | 18. _____ |
| 14. _____ | 19. _____ |
| 15. _____ | 20. _____ |

### Ten Health Conscious People and Families:

- |           |           |
|-----------|-----------|
| 21. _____ | 26. _____ |
| 22. _____ | 27. _____ |
| 23. _____ | 28. _____ |
| 24. _____ | 29. _____ |
| 25. _____ | 30. _____ |

### Ten People with Direct Sales or Network Marketing Experience:

- |           |           |
|-----------|-----------|
| 31. _____ | 36. _____ |
| 32. _____ | 37. _____ |
| 33. _____ | 38. _____ |
| 34. _____ | 39. _____ |
| 35. _____ | 40. _____ |



# Sharing the Products & Business

We are in the Sharing & Caring

Not Telling & Selling Business

## 1. Our Sharing Tools... “Let the Tools do the Talking”

- NittyGrittyBasics.com (training website)
- LifeWave InTouch App (sharing library)
- X39 Sample Cards or Flyers
- Videos at LiveYounger.com (3 videos)
- Your personal LifeWaveX39.com website
- X39 stories & testimonials
- The X39 Story (55-page pdf)
- Clinical Evidence Section LifeWave website
- Simple posts and stories in social media
- Live calls and webinars
- 3-Way calls with your Upline

## 2. Simple Daily Method of Operation (DMO)

- **CONNECT** heart to heart... before you present
- **PIQUE** their interest with either
  - The phrase “Historic Breakthrough in Affordable Stem Cell Technology”
  - X39 Success Stories
- **OFFER** them an X39 Sample (almost everyone says yes)
- **SHARE** 3-min video link from your InTouch App before sending sample
  - *If I send you a short video, will you watch it?*
- **ALERT** will inform you when they open and watch video
- **FOLLOW-UP** and take the appropriate steps
  - Remind them to watch the video
  - If they watched the video, ask: “What interested you most?”
  - Answer their questions
  - 3-Way Call
  - Enroll as a Customer or Distributor
  - If necessary... send Sample with Card or Flyer

Note: If you are not yet comfortable using the LifeWave InTouch App, you can send your prospects to our LiveYounger.com website to watch the compelling 3-min video... however, you will not have the advantage of the “alerts” and simple contact tracking that the InTouch App provides.

**SUCCESS TIP: Information TELLS ... Stories SELL**

### 3. Words that Work

#### Suggested Things to Say:

- “A Historic Breakthrough in Affordable Stem Cell Technology”
- Share your story:
  - 1 - How you were before trying X39
  - 2 - You decided to try it
  - 3 - Benefits you are now experiencing
- “I’m sleeping much better”
- “I’m feeling like I am 10 years younger”
- “My energy throughout the day is way up”
- “My strength and endurance have significantly increased”
- “My workouts are amazing”
- “I just feel so much better”
- “I’m feeling like myself again”
- “I’m sleeping like a baby”
- “This product is amazing... unbelievable... a true gift from heaven”
- “You’ve nothing to lose, and your health to gain”
- X39 enhances, supports, increases...
- Phil Jones’ Magic Phrases – See appendix

#### Things NOT to Say:

- Heals, cures or prevents any disease
- Please avoid using disease names
- Stick to the symptoms of aging

#### Some Magic Phrases from the book, Exactly What to Say by Phil Jones

- I'M NOT SURE IF IT'S FOR YOU, BUT ... would you be interested in a non-invasive affordable way to activate your own stem cells?
- HOW OPEN-MINDED ARE YOU? ... would you be willing watch a short video about a historic breakthrough in affordable stem cell technology?
- WHAT DO YOU KNOW ABOUT ... stem cell therapy?
- HOW WOULD YOU FEEL IF ... you had an extra \$500-\$1,000 every month?
- JUST IMAGINE ... feeling like you were years younger
- WHEN WOULD BE A GOOD TIME ... to get back together?
- I'M GUESSING YOU HAVEN'T GOT AROUND TO ... watching the video I sent you...YET

### 4. Product Approach

- ASK questions about them and some of the people they love and care for.
  - “Are any of your family and friends experiencing any of the symptoms of aging?”
  - “What things are you doing to support your immune system?”
- SHARE stories how X39 provides a broad range of wonderful benefits to offset the symptoms of aging

### 5. Business Approach

- Business-minded people will quickly understand and appreciate the advantage of getting involved early in this *Historic Breakthrough in Affordable Stem Cell Technology*
- Friends like helping friends. So you can let them off the hook by asking for their “opinion and/or “assistance” in helping you FIND someone who might be a good fit for your LifeWave business:
  - “I’m starting a new business marketing a “Historic Breakthrough in Affordable Stem Cell Technology.” I’d really appreciate it if you could take a few minutes to watch a 3-minute video and give me your opinion about it”.
  - “I’ve always been impressed with your business abilities. I’m wondering if you’d be willing to give me your “opinion” on a new business I’m starting. It’s about a “Historic Breakthrough in Affordable Stem Cell Technology.”
- With these approaches, they will usually listen and agree to watch the video(s) and may naturally come to the conclusion that there just might be something in this for them!

### 6. Using Social Media

- We are now in the information age... and if learning some simple methods to use social media to build your business is a fit for you, it will be time well spent.
- If you don't already have an active Facebook account, start one today ☺
- Ask your sponsor to invite you to our Live Younger private Facebook Group.
  - Note: you and your sponsor must be friends on Facebook first
- Check out some of the pre-written Social Media images and posts in your InTouch App to get you started
- Facebook Instant Messenger is a powerful way to target and invite specific "friends" to look at a short 3-minute video about a Historic Breakthrough in Affordable Stem Cell Technology at LiveYounger.com
- Consider ordering the short but powerful book, *Freakishly Effective Social Media for Network Marketing* by Ray & Jessica Higdon
- Important: Do NOT over-post about your business. Most of your FB posts should be on more of a personal, friends, family, human-interest level... occasionally seasoned with stories and health benefits you are experiencing (10%). 'Stories sell, information tells.'
- For better results, research for the best times to post on the Social Media of your choice.
- Create curiosity... don't mention product or company names



## **The Fortune & the Friendship are in the Follow-Up!**

A good rule to remember is “People won’t care how much you know until they know how much you care” And one of the best ways to show you care is by doing diligent follow-up... listening to their needs ... and getting them enough of the right information they need to make a good decision.

### **1. Show You Care... Follow-Up!**

- Follow-Up has rightly been called the master skill.
- It’s a waste of time, effort and money to send out videos and samples if you are not going to follow-up.
- Following-up enables you to take appropriate action AFTER they’ve watched the 3-minute video.
- When you send videos via the LifeWave InTouch app, you’ll be immediately notified when they’ve watched it.

### **2. Ask Questions**

- What interested you the most?
- On a scale of 1 to 10, with 10 being highest, how would you rate your current interest level?
- What would it take to get you to a 10?

### **3. Answer Questions**

- Take appropriate action. Perhaps send an additional information and video(s) or do a 3-way call.
- Once you (and your upline) have successfully answered their questions and concerns, invite them to become a Customer or Distributor.

### **4. When To Do A 3-Way Call?**

- After they have watched at least one or two of the LifeWave videos
- When on a 1-10 scale, their interest level is 7 or above, but not yet ready to enroll.

### **5. When To Send A X39 Sample?**

- If they are not yet ready to enroll after watching one of the videos, sending an X39 sample Gift can be a powerful next step to keep them engaged.
- See the “Gifting Support Documents” sheet in the Appendix for more information about Gifting

**SUCCESS TIP:** *Never end one exposure without scheduling the next*

## 6. Handling Objections

Objections may appear to be stumbling blocks, but instead think of them as opportunities in work clothes. Almost all objections open up greater possibilities for understanding... and they are a perfect opportunity for you to transfer enthusiasm and education to your prospect. Objections are nothing more than questions in disguise.

The **FEEL... FELT... FOUND** technique is a very simple, very sincere, yet very powerful way to turn a critic or skeptic into a believer.

- After your prospect has aired his concerns and you genuinely understand them, you can say with sincerity and empathy ... **I understand you FEEL.**
- **I FELT the same way...** Letting your prospect know that at some time you shared similar feelings validates them and helps them better identify with you.
- **Let me tell you what I FOUND...** Now that you understand where they are coming from and have established rapport, that gently opens the door for you to share your knowledge and experience.

*SUCCESS TIP: Listen with the intention of Understanding... NOT with the intention of Responding*

## 7. Some Final Follow-Up Success Tips

1. We are in the SHARING and CARING business... not the convincing business
2. Your responsibility is to give people enough information to make an informed decision
3. Usually, it will take multiple discussions and exposures for your prospects to make a decision
4. You will be wasting a lot of your time contacting people ... if you're not going to follow-up
5. You can earn as you learn, and you aren't expected to know everything
6. All you need to know is where and how to get the information people want
7. Have one calendar where you post and keep track of all your scheduled follow-up calls
8. You are in business for yourself, not by yourself
9. Your Sponsor, Upline and LifeWave Corporate Team are all there to help you succeed
10. Practice, learn, and do 3-way calls with your Upline



## **Enrolling New Customers and Distributors**

### **Getting Customers Started Right**

1. Remind them about our unconditional 30-day Money-Back Guarantee for Retail and Preferred Customers... so there's *"nothing to lose except some of those unwanted symptoms ... and your health to gain"*
2. They can purchase directly from your inventory or from your LifeWave personal website
3. Starting them as a Preferred Customer saves them money and lays a foundation for both their long-term health benefits and your residual income. A true win/win. Note: enrollment on autoship is a requirement for becoming a Preferred Customer to get wholesale pricing
4. Send them the GIFT OF GOOD HEALTH Flyer to track their results (Appendix)
5. Encourage them to get a baseline before they start, then track their results for the first 24 hours, weekly for the first month and then monthly for month 2 and 3
6. Follow-up with them when their product arrives and then frequently during their first month
7. The best source for new Customers is a satisfied existing Customer. Once they start having some results, ask them for referrals.

### **Getting Distributors Started Right**

It's truly exciting when someone decides to join your LifeWave business. Sponsoring a new Distributor is both a blessing and a responsibility. Your responsibility is to help them get started right, and your intention should be to develop a long-term, mutually-rewarding relationship. Below are some of the initial steps to walk your Distributors through to ensure they get off to a good start:

1. Provide them a PDF of the GETTING STARTED OPTIONS (page 16)
2. Help them choose and order the Enrollment Kit that best fits their needs, plans and budget
3. Send them the NEW DISTRIBUTOR WELCOME LETTER with includes the QUICK-START CHECKLIST from NittyGrittyBasics.com => Distributor section (Also include on page 4 of this Guidebook)
4. Be sure to help them download the LIFEWAVE INTOUCH app
5. Help them enroll on Monthly Subscription Order
6. Invite them to NittyGrittyBasics.com... and do a quick walk through with them.
7. Have them download and print the GETTING STARTED GUIDE from NittyGrittyBasics.com => Getting Started
8. Invite them to watch the 35-minute new distributor orientation and training at NittyGrittyBasics.com => Distributors => Getting Started
9. Schedule a GETTING STARTED SESSION to answer their questions, help them get started, and if they are ready, walk them through this GUIDEBOOK
10. For the first few new Distributors who join your team, have someone in your upline who is confident and competent to conduct the GETTING STARTED SESSION with you on the line listening and learning
11. Walk them through the Getting Started Checklist on page 4 and NittyGrittyBasics.com
12. Introduce them to your Sponsor and some of your Upline
13. Plug them into our LiveYounger Success System
14. Be there with and for them!



# Getting Started Options

Activate Your LifeWave Stem Cell Business

- FACT:** The Fewer Stem Cells You Have... the Faster You Age and the Slower You Heal
- FACT:** Over 100 million people in the USA, and billions worldwide are experiencing the symptoms of aging
- FACT:** The patented, exclusive X39 Stem Cell Technology will rock the global wellness & anti-aging markets
- FACT:** The X39 patch is the most comprehensive of LifeWave products producing broad-spectrum benefits
- FACT:** Keep it Simple - Keep it Duplicatable => focus on X39 and the symptoms of aging
- FACT:** X39 Stem Cell Activation Patches helps people Look, Feel and Live Younger
- FACT:** Timing... Timing... Timing! Just recently released to the world market in January 2019
- RECOMMENDATION:** Try using only the X39 stem cell activation patches for your first 90 days to experience its broad range of benefits and to build your personal X39 story

## Select A Getting Started Enrollment Kit

1. Bronze \$124 ~ Includes 1 sleeve\* of X39 and \$25 Membership
2. Silver \$299 ~ Includes 3 sleeves\* of X39 and \$25 Membership
3. Gold \$499 ~ Includes 5 sleeves\* of X39, 1 other product and \$25 Membership
4. Platinum \$999 ~ Includes 12 sleeves\* of X39 and \$25 Membership
5. Diamond \$1599 ~ Includes 19 sleeves\* of X39, sales materials and \$25 Membership

(\* 2 sleeves of any other product can be substituted for 1 sleeve of X39)

## Benefits Of Starting With The Diamond X39 Kit

- Best way for you and your family to start enjoying X39's amazing anti-aging health benefits
- Best Prices: Contains over \$2,000 wholesale and \$2,900 retail value ... plus marketing materials
- Better able to start helping people locally and globally "Live Younger Longer"
- Lays a foundation for building a life-changing income.
- Lead by example.... many new distributors will tend to start the way you did
- Personal Volume (PV) qualifies you and also pays you at the Senior Director Level for 14 weeks
  - Maximizes the fast-start Product Introduction Bonus (PIB)
  - Earn \$500 PIB on each Diamond Kit you sell. Sell three... and yours is Free!
  - Earn \$100-300 PIB differential on every Diamond Kit sold in your downline that is not under another Diamond or qualified Sr. Director
- Comes with a 30-day money-back guarantee

## 4 Reasons To Always Have Extra X39 Patches On Hand

1. Products to **USE** for you, family and friends
2. Products to **SELL** locally to Retail Customers, and Wholesale to Distributors
3. Products to **LOAN** to new Customers & Distributors while waiting for their order to arrive
4. Products to **SAMPLE** ... give the X39 Gift of Good Health

