




dōTERRA®
*Business
Building*
— GUIDE —

Empowered Success
Business Training System



You don't have to get it
perfect—you just have
to get it going.

Jack Canfield

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We use oils, we share oils,
and we teach others to
do the same.

*Justin Harrison,
Master Distributor*

Welcome!

Congratulations on choosing to launch your dōTERRA business.

You are here because you love essential oils. You use them, share them, and want to help others do the same. That is the foundation of a strong dōTERRA business—a vehicle that has changed countless lives and financial futures around the globe. With courage and commitment, it can change yours as well.

This guide contains the step-by-step process for achieving the rank of Elite and beyond, while also increasing your confidence in your role as a Wellness Advocate. Whether making a career change or simply wanting to earn extra money, profitable results can come from engaging in consistent meaningful service and repeating the steps outlined in this guide.

In the coming pages, you will find a series of checklists, worksheets, scripts, and more—all created to help you be successful and stay focused on the essentials. These simple methods are tried and true—and best of all, they were created with you in mind. As you grow your skill set and implement productive habits, you can build a thriving business with dōTERRA and achieve your dreams.

Remember, you are not in this alone. This guide will help you every step of the way. Partner with your upline support, and then offer the same to your builders when they launch their own businesses.

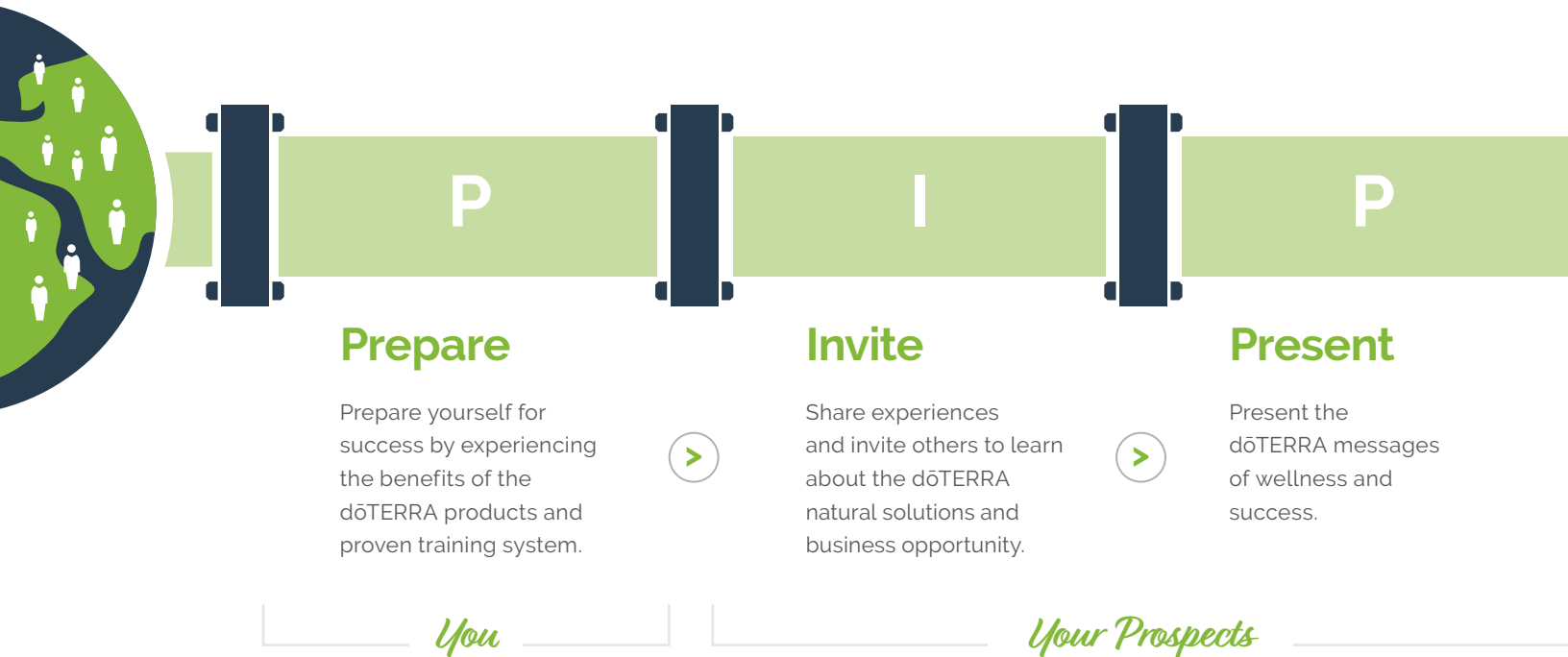
Let's get started!



Creating Your Pipeline

This guide is your one-stop shop for all the resources you need to build a thriving, successful dōTERRA business. It provides proven steps for success within a framework called "PIPES."

PIPES stands for **Prepare, Invite, Present, Enroll, and Support**. This is the framework through which all dōTERRA business training is organized. PIPES activities help you prepare yourself, invite people to learn more, present classes and one-on-ones, enroll prospects, and support your team and customer community. As you build your business, you will continue to repeat these pipeline-building activities to produce more money-making results.





Belief + Action = Results

- In the Products
- In dōTERRA
- In Your Why
- Share
- Enroll
- Launch Builders
- Change Lives
- Grow Yourself
- Earn Rewards

E

S

Enroll

Enroll and empower others with natural solutions and invite them to change lives.

Support

Support your customers and builders through personal, community, and educational connections.

Your Team & Community



5 Steps to Success

1

Prepare

Set Up Your Business

- Complete the set-up checklist and reach out to your upline mentor with questions (pg. 11).

Fuel Your Launch

- Fill out *Set Goals* (pgs. 13–14).
- Prepare your *Names List* (pgs. 15–16).
 - Compile, prioritize, and then transfer qualified names to your *Success Tracker* (pg. 18).
 - Fill out *Target Your Message*; then share your answers with your upline mentor (pgs. 25–26).
- Have your Intro to Launch Strategy Session with your upline mentor.
 - Share your hopes and dreams.
 - Review *Set Goals*.
 - Review *Creating Your Pipeline* (pgs. 5–6) and *5 Steps to Success* (pgs. 7–8).

- Schedule your first 4 classes together and other launch month plans.
- Review the *Elite Planner* (pg. 21).
- Use the *Class Planner* (pg. 50).
- Review *Partner with Your Mentor* to set expectations and get familiar with *Strategy Check-In* (pgs. 27–28).

- Refer to *Schedule Your Success* and set up your weekly schedule (pgs. 19–20).
 - Ask about upcoming events to calendar (e.g., annual global convention).
- Commit approximately 20 minutes per day to the habit of personal development.
 - Learn to leverage your unique strengths
 - Utilize *Personal Development* resources (pgs. 96–100).
 - Fill out and post your *Confidence Statement* (pg. 102).

2

Invite

Connect & Share

- Prepare to Share* (pg. 33).
 - Record your experiences on *Share Your Story* (pg. 36).
 - Use your *Success Tracker* to focus on qualified prospects and choose your approach (pgs. 18, 37–40, 42–43, 46, 81–82, 84–85).
 - Find ways to *Reach More People* and grow your *Names List* (pg. 46).
- Share experiences and samples with prospects, and then follow up (pgs. 37–41).
 - Ask for customer referrals (pg. 46).

Invite to Learn & Remind

- Invite prospects who are ready to learn more to an Intro to Oils class or one-on-one and remind them to come (pgs. 42–43).
- Prepare to host presentations (pgs. 49–50).
 - Know the Intro to Oils class timeline and script (pgs. 53–62).

3

Present & Enroll

Present

- Prep for presentations; refer to *Class Planner* (pg. 50).
 - Learn to *Present with Confidence* (pg. 51).
- Host and learn to teach Intro to Oils (pgs. 53–62).
 - Book classes from classes (pg. 61).

Enroll

- Enroll attendees and schedule their Wellness Consults (pgs. 59–62, 69).
 - Know how to close and enroll customers and builders successfully.
 - Follow up within 48 hours with those who did not yet enroll.

Strategize Placements

- Place your new enrollees with the support of your upline mentor and *Placement Strategy* (pgs. 63–66).
 - Understand the dōTERRA Compensation Plan (pgs. 105–107).
 - Understand how to work within the 14-day follow-up window (pgs. 63–65, 69–71, 91–92).
 - Understand the different roles of a customer, sharer, builder, and leader (pg. 108).

4

Support

Onboard Customers

- Onboard new enrollees and connect them to continuing education and social media community platforms (pgs. 69–74).

Retain Customers

- Regularly inform customers about promotions and other educational opportunities, help with LRP, and offer support as needed (pgs. 70, 73–78).

5

Find Builders

Invite to Host & Build

- Invite to host.
 - Using your *Success Tracker*, identify who would be willing to host a class; contact and conduct an Intro to Host (pgs. 18, 84).
 - Set up an Intro to Host with any host you booked during one of your classes (pgs. 21, 84).
 - Schedule classes with newfound hosts.
 - Read *Expand Your Influence* (pgs. 84–85).
- Invite builder prospects who are ready to learn more to an Intro to Build class or one-on-one.
 - Focus on top builder prospects listed on your *Success Tracker* (pgs. 17–18, 81).
 - Recruit business partners and builders to your team (pgs. 81–82, 84–85).
 - Ask for builder referrals (pg. 85).

Present

- Prepare to host presentations (pgs. 49, 51).
 - Learn to present Intro to Build and know the timeline (pgs. 87–88) and one-on-one script (pgs. 89–90).

- Host and learn to teach Intro to Build classes and one-on-ones (pgs. 87–90).
 - Do 3-Way Calls with your upline (pgs. 82, 89–90).

Launch Builders

- Launch builders (pgs. 91–92).
 - Conduct an Intro to Launch, using the checklist, (pg. 7, Step 1) and introduce 6 Weeks to Elite (pgs. 91–92).
 - Help your builders with their first presentations (Intro to Oils, Intro to Build, Wellness Consults, Strategy Sessions) (pgs. 91–92).
 - Help your builders' sales with 3-Way Calls (pgs. 82, 89–90).

Support Builders

- Mentor with regular Strategy Sessions, using *Strategy Check-In* (pgs. 27–28, 93).
 - Refer and invite to corporate/team training/events.

Finding builders, or step 5, happens in tandem with steps 2–4. You are essentially completing the same steps, but with a different emphasis when enrolling a builder versus a customer.



A person with long dark hair, wearing a brown sweater, is sitting on a bed. They are looking out a window on the left side of the frame. The background is a bright, overexposed window. The person's hands are resting on their lap.

Prepare

Set Yourself Up for Success

By the end of the Prepare step, you will have set goals for your future, laid the groundwork to start sharing and inviting, and created a schedule for your business.

Success is the sum
of small efforts, repeated
day in and day out.

Robert Collier

Set Up Your Business

Get Started

Log in to doterra.com/CA/en to:

- Register your back office with a password.
- Set and *always* maintain a 100 PV+ loyalty order template in order to be paid weekly Fast Start Bonuses and monthly commissions.
 - Get the *free* Product of the Month by placing a 125 PV+ loyalty order by the 15th of each month.
- Set up your personal website (click on [Account Profile](#) > [My Site Address](#) > [My Settings](#)).

Get Support

With your upline or an online video, do the following (if you haven't done so already):

- Experience an Intro to Oils class
- Receive a Wellness Consult
- Experience an Intro to Build class

Schedule your first—and then weekly—Strategy Sessions with your upline mentor:

Day & Time / # to Call

.....

Connect to your upline team support:

- Team Call Location / Link:
-

Day & Time / # to Call

.....

- Team Facebook Group:
-

- Team Website / Other:
-

- Reach out with questions to your upline mentor or team, dōTERRA Business Facebook groups, Business Advancement team at 801-370-2140, or businessadvancement@doterra.com.



Get Equipped

Add a Class in a Box (CIAB) to your Loyalty Order

Enhance your class by adding:

Healthy Can Be simple booklets

Additional 10 pack of Live and one Build guide.

Nature's Solutions class handouts as desired.

Work with your upline to order other incentives (like reference guides).



Get Familiar

Empowered Life

Discover product and continuing education at:

[doterra.com](https://www.doterra.com) > [Our Story](#) > [About Essential Oils](#)

- What is an Essential Oil
- How to Use Essential Oils
- Essential Oil Safety
- CPTG Quality Control

[doterra.com](https://www.doterra.com) > [Essential Oil Resources](#)

- BrochuresFlyers

Empowered Success

Discover business training tools at:

[doterra.com](https://www.doterra.com) > [Empowered Success](#)

Launch

- Healthy Can Be Simple
- Live
- Share
- Build
- Essential Oils Made Easy
- Tools Library



Set Goals

Successful people set specific goals. Get clear on what you want and when you want to achieve it. Choose the level of reward you are seeking and the pace at which you want to create those results. By making specific commitments to your success and then setting them to a certain time frame, you are better prepared to engage in the activities that follow.

Duplication of the foundational rank of Elite is key to growing to Silver, Platinum, Diamond, and beyond.



1 Choose Your Earnings

Pay for Your Product

Elite — Premier Income Goal

Needed Time Investment:

3–10 hours/week

Rank Steps

E Elite in 1–3 months | P Premier in 6 months

Supplement Your Income

Premier — Gold Income Goal

Needed Time Investment:

10–30 hours/week

Rank Steps

E Elite in 1–2 months | S Silver in 6–9 months | G Gold in 1–2 years

Strengthen Your Income

Gold — Presidential Income Goal

Needed Time Investment:

25–50 hours/week

Rank Steps

E Elite in 1 month | S Silver in 6–9 months | P Platinum in 1–2 years

D Diamond in 1–3 years | PD Presidential Diamond in 4–7 years



As with other sales opportunities, the compensation earned by Wellness Advocates varies significantly and people become Wellness Advocates for various reasons. Your profit and success can come only through successful sale of products and sales of other Wellness Advocates in your organization. Refer to the *Build* guide or pages 105–107 of this guide to create strategies to achieve rank and requirements.

2 Choose Your Pace

There will likely be between 1-4 weeks of preparing, sharing, and inviting prior to hosting your first presentations. Choose your pace, using the timelines of success below, in which to achieve the rank of Elite. Begin enrolling and sales through one-on-ones right away with those who are ready to get started with dōTERRA, even while in your Prepare phase.

Class launch date: ____/____/____

<input type="checkbox"/> Elite in 30 Days	<input type="checkbox"/> Elite in 60 Days	<input type="checkbox"/> Elite in 90 Days
<p>Examples of how to generate 3,000 PV:</p> <ul style="list-style-type: none"> <i>150 PV average per enrollment order x 20 enrollments</i> OR <i>3-4 enrollments and an average of 500 PV per class x 6 classes</i> OR <i>5 enrollments and an average of 750 PV per class x 4 classes</i> 	<p>Example of new enrollment orders + customer LRP orders = 3,000 PV:</p> <ul style="list-style-type: none"> • <i>8 of 15 customers enrolled in month 1 have an average 100+ PV LRP order + 800 PV</i> • <i>4 enrollments or average of 600 PV per class x 3 classes (in month 2) + 1,800 PV</i> • <i>3 one-on-one enrollments (in month 2) + 450 PV</i> 	<p>Example of new enrollment orders + customer LRP orders = 3,000 PV:</p> <ul style="list-style-type: none"> • <i>12 of 20 customers enrolled in months 1-2 have an average 100+ PV LRP order + 1,200 PV</i> • <i>4 enrollments or average of 600 PV per class x 2 classes (in month 3) + 1,200 PV</i> • <i>4 one-on-one enrollments (in month 3) + 600 PV</i>

3 Choose Your Goals

90-Day Goal \$ _____/month Rank: _____	6-Month Goal \$ _____/month Rank: _____	1-Year Goal \$ _____/month Rank: _____
---	--	---

4 Choose to Share

Share these goals with your family and upline mentor and post them where you will see them daily.

- How committed are you to reaching your Elite and 90-day goals (on a scale of 1-10)? Elite: _____ 90-day: _____
- Why is it important to reaching your goals at the pace you set?
- How will your life change when you reach your 1-year goal?
- What will your life be like if you never reach your 1-year goal?

Make it a habit to record further insights on how to achieve these goals and build your dreams.

Names List

Whose lives do you want to change? Building a successful financial pipeline begins with inviting others to discover how dōTERRA wellness solutions and the business opportunity can serve them.

- 1 Create a list of all the people you can think of. Let your ideas flow. You never know who may be looking for the solutions you can provide. Record their names and organize them by networks, such as family or friends, on this page and the next.

Family: <i>parents, siblings, relatives</i>		Wellness Need	\$/Time Need	Purpose Need	Influential	Natural-Minded	Biz/Sales Exp.	Age 30-55	Female	Spouse Support	Tally
1											
2											
3											
4											
5											
6											
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8											
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22											
23											
24											
25											

Friends: <i>current, high school, college, social media</i>		Wellness Need	\$/Time Need	Purpose Need	Influential	Natural-Minded	Biz/Sales Exp.	Age 30-55	Female	Spouse Support	Tally
1											
2											
3											
4											
5											
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2 Next, as you think about each person you've written down, filter your list to identify potential sales prospects. Place check marks in the columns that apply, indicating the common qualities of successful builders. Then tally in the last column.

- Looking for improved life or a better future
- Has a need for more money, time, or purpose
- Socially influential—people follow them and want to do what they do
- Interested in holistic products and lives a healthy lifestyle
- Has business or sales experience and is self-motivated
- In a phase of life that supports building a business
- Has a supportive spouse or partner

	Wellness Need	\$/Time Need	Purpose Need	Influential	Natural-Minded	Biz/Sales Exp.	Age 30-55	Female	Spouse Support	Tally
1 <i>Angela Reyes</i>	✓		✓					✓		III
2 <i>Cousin Jenn (Yoga)</i>	✓	✓	✓	✓	✓	✓		✓		=#

Community: <i>neighbors, associates from church, school, clubs</i>	Wellness Need	\$/Time Need	Purpose Need	Influential	Natural-Minded	Biz/Sales Exp.	Age 30-55	Female	Spouse Support	Tally
1										
2										
3										
4										
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24										
25										

Other: <i>coworkers, product or service providers</i>	Wellness Need	\$/Time Need	Purpose Need	Influential	Natural-Minded	Biz/Sales Exp.	Age 30-55	Female	Spouse Support	Tally
1										
2										
3										
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Prioritize Your Names List

Identify Potential Builders

Your next step is to **prioritize the prospects on your *Names List*** by first highlighting those with a higher number of tally marks, indicating qualities of potential builders. Strong builders may surprise you and can be found among those with fewer tally marks. However, this rating system is a proven way to start.

Ask yourself:

- If I could work with anyone, who would it be?
- Who would I work best with?
- Who would bring the kind of commitment and action that matches or exceeds the pace I have set to reach my goals?

Write down those who come to mind, from your list or otherwise.

Potential Business Partners

.....
.....
.....

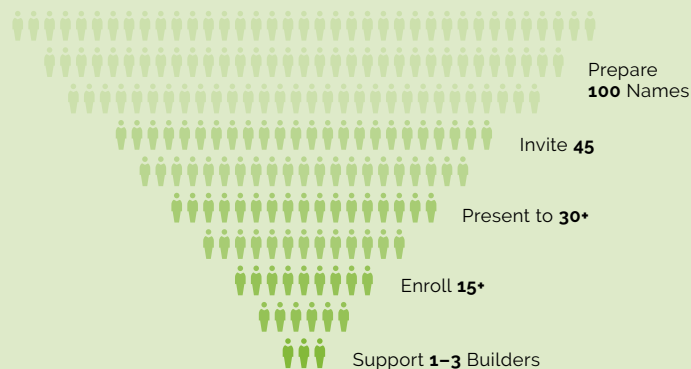
Track Top Prospects

- 1 Fill in your *Success Tracker* with your top 45 prospects.
- 2 Identify the best way to contact and approach each person, whether with the products or the business.
- 3 Begin personalized sharing and inviting and track the progress of each individual. With the help and support of your upline, find a few key sales builders early.
- 4 Commit to enrolling at least one builder within your first 14 days of starting your business. This will allow you to create healthy placement structure and maximize the Compensation Plan. Without builders, you only have customers on your frontline, reducing your sales earning potential.



Grow Your List

As new people come to mind and into your life, add them to your *Names List* to keep up the flow in your pipeline. Commit to adding 5–10 new names weekly. To generate more awareness of people you know or could approach, use the *Memory Jogger* or *Grow Your Prospects* found in the doterra.com > *Empowered Success* > *Tools Library*.



Your Business Is About Numbers

The more people you have in your pipeline, the more customers and sales builders you are likely to find.

Set a goal to find three sales builders in your first 30–90 days. If you don't find builders right away, keep strengthening your list and keep enrolling. Many builders start out as customers who then begin to share.

Success Tracker

Track the progress of your top 45 prospects here.
Place builders at the top.

Top Builder Prospects

	Name	Product Sample Idea(s)	Best Way to Contact:	First Approach: Product or Business		45*		30*		15*			3*			
				P	B	Sample Given	Sample Followed Up	Invited to Class/1:1	Attended Class/1:1	Enrolled	Wellness Consult	Set Up LRP	Engaged in Cont. Ed.	Committed to Host	Intro to Build	3-Way Call
1				P	B											
2				P	B											
3				P	B											
4				P	B											
5				P	B											
6				P	B											
7				P	B											
8				P	B											
9				P	B											
10				P	B											
11				P	B											
12				P	B											
13				P	B											
14				P	B											
15				P	B											
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40				P	B											
41				P	B											
42				P	B											
43				P	B											
44				P	B											
45				P	B											

Schedule Your Success

Success is not a destination—it's a habit. These simple success habits are the shared, proven practices of top leaders in dōTERRA. As you integrate them into your life, you will experience the power of daily action compounded over time. Consistent business-building, sales-generating activities are what create results. Spend at least 70% of your time inviting, presenting, and enrolling (IPEing). The best way to grow is to have successfully recruited and launched builders who are doing the same.

Plug into what your upline is providing by way of weekly classes, continuing education, and team calls. Avoid reinventing the wheel by waiting for the right time for you to take on certain responsibilities.

Daily: Prepare, Share, and Invite

- Use your products
- Engage in personal development
- Contact, sample, follow up, and invite
- Schedule interactions, classes, and one-on-ones



Ask yourself these questions:

- *Who can I share a product experience with?*
Share a sample and follow up.
- *Who would be open to learning about essential oils?*
Invite to an Intro to Oils class or one-on-one.
- *Who attended a presentation and is ready to enroll?* Help enroll with a collection and schedule a Wellness Consult.
- *Who needs a Wellness Consult?*
Schedule a Wellness Consult and commit to LRP.
- *Who is ready for an introduction to the business?*
Invite to an Intro to Build class or one-on-one.
- *Who is loving their oils and would like to host a class?*
Invite to host. Schedule an Intro to Host conversation.
- *Who is ready to launch their business?*
Introduce 5 Steps to Success during an Intro to Launch.

Weekly: Present, Enroll, and Support

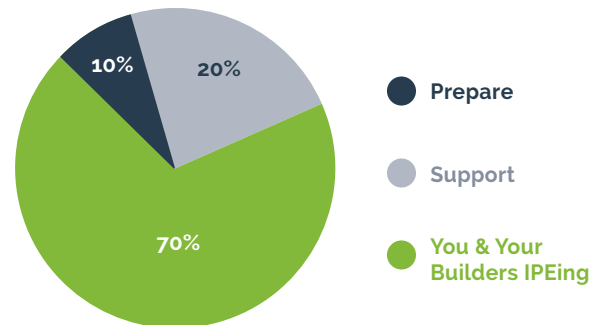
- Hold Intro to Oils classes and one-on-ones
- Hold Intro to Build classes and one-on-ones
- Conduct Wellness Consults
- Attend and promote Continuing Education
- Attend team call
- Hold Strategy Sessions

Monthly

- Place a 125+ PV LRP order
- Set goals, track progress with rank/Power of 3 sales bonus planners
- Enroll 4+ customers and 1+ builder
- Attend business training

Annually

- Attend and invite to events:
 - Global convention
 - Leadership Retreat
 - Regional events
 - Incentive Trip



Weekly Schedule

On the *Set Goals* page of this guide, you selected your personal path of success. Below are the recommended number of weekly hours for each pace to achieve building your financial pipeline.

Pay for Your Product
 Needed Time Investment: **3-10 hours/week**

Supplement Your Income
 Needed Time Investment: **10-30 hours/week**

Strengthen Your Income
 Needed Time Investment: **25-50 hours/week**

Write down the number of hours you plan to dedicate each day to your business during an average week.

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Using your own calendaring method, block out time for your weekly activities. First, place primary happenings such as family commitments and current employment, then your PIPES sales business-building actions. Add appropriate prep and travel time as needed.

Time/Period	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9 am	Personal Development					
10 am	Team Call				Contact / Follow-up with names on Success Tracker	Intro to Build with Jane
11 am	Strategy Session: - Elaina @ 11:00 Intro to Launch: - Bill @ 11:45	Contact / Follow-up with names on Success Tracker		Strategy Session with Upline		
Noon						
1 pm		Wellness Consults: - Mom @ 1:30 - Steve @ 2:15	1:1 with Marcia		Wellness Consults: - Kim @ 1:30 - Connie @ 2:15	
2 pm						
3 pm						
7 pm		Intro to Oils @ Juice Bar		Continuing Education		

Example: 16- to 20-hour dōTERRA week for a midlevel pace

Fast Track Your Success

There are many ways to calendar success. One way is to schedule your first 4 classes in a jumpstart week or weekend during your launch month to:

- Minimize setup time.
- Give prospects multiple class options.
- Allow you to build from one class to the next (enthusiastic attendees can easily invite others).
- Maximize placement options and better set yourself up for ranks and bonuses.

Time Tips:

- Cluster calls close together in one block of time to avoid going too long.
- Make different times available to accommodate others' schedules.
- Respond to communications within 24 hours.

Elite Planner

I am an Elite on or before

During Your Launch Month: (30-day pace to Elite)

Partner this planner with your *Success Tracker* for all your presentation planning.

- Schedule 4+ classes or 15+ one-on-ones or a combination of the two.
- Invite 45+ total people to a class or one-on-one.
- Enroll 15+ people.

Schedule Classes

Invite 15+ people in person or via phone call/text to achieve an ideal class size of 6–10 qualified invitees. Classes are hosted by you or someone who agreed to host. Refer to your *Success Tracker* for ideas.

Class 1

Date/Time:

Location:

Host:

Class 2

Date/Time:

Location:

Host:

Class 3

Date/Time:

Location:

Host:

Class 4

Date/Time:

Location:

Host:

Goal: Elite 3000+ OV

Total Volume Needed

Current Volume -

Scheduled Volume -

Volume Needed =

Incentives

When they enroll with a collection + place their first LRP order, give them an incentive (like 5 mL Wild Orange, a dōTERRA special, or reference guide).

Schedule One-On-Ones

Set up one-on-ones in person, online, or via a 3-Way Call with prospects who need more individualized attention to review wellness priorities, have scheduling restraints, or are influencers who would do better in a more customized setting.

Name:

Date/Time:

Location:

Name:

Date/Time:

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Top Tip

Actively invite 15+ people in person or via phone call or text, or passively invite 30+ people via social media or email (this requires far more invites to create the same results) to achieve an ideal class size of 6–10 qualified invitees.

Qualifying your *Names List* makes all the difference. What if, in a month's time:

- Your invites are more qualified so you achieve **30 attendees x 50% enrollment average = 15 enrollments.**
- Your invites are less qualified so you achieve **50 attendees x 30% enrollment average = 15 enrollments.**

The less qualified, the more invites required. The more qualified, the less invites required.

Be a Solutions Provider

Success begins with you. First, choose to be a product of your products. Your belief grows as you consistently experience their profound benefits. As the solutions provider in your home, your experiences fuel your enthusiasm to share with others. As you share that passion, you help those around you want to learn more and inspire your builders to do the same.

Use the Products

Live principles of wellness to create a wellspring of experiences you can draw upon to invite and inspire others.

- Implement your Daily Wellness Plan to use your products daily. (*Live guide*).
- Using a reference guide, learn to solve 80% or more of wellness priorities at home.
- Make it a habit to turn to your products first when certain priorities arise.
- Learn to integrate your products into your wellness lifestyle through continuing education.
- Be your own best customer and experience the variety of products dōTERRA offers.
- Maximize the Loyalty Rewards Program (LRP) by learning how to earn up to 30% back and redeem points.



Share the Products

As a dōTERRA Wellness Advocate, connect people to your solutions and share a new kind of healthcare. During interactions with those you hope to share dōTERRA, come from a place of service and paint a picture of self-directed wellness. Ask your prospects if they are open to learning more.

Invite others to learn more about using natural solutions as a main line of defense.

- Create experiences where they can discover potential dōTERRA solutions.
- Show how, "with a book and a box" (oil reference guide and a box of dōTERRA CPTG® essential oils), 80+% of wellness priorities can be addressed at home.

Selling, in its purest form, is service—helping people find solutions to problems they have, could have, or could avoid altogether. You are a solutions provider. Not because you solve problems, but because you empower others to learn ways to solve things for themselves.

Ask yourself: *"Whom can I reach out to today, and how can I offer to serve them?"*



Discover Problems

Everyone experiences challenges and gaps in their Relationships, Wellness, Finances Time, Sense of Purpose



Measure Impact

Problems have costs and can compromise Relationships, Wellness Finances, Time, Trust, Belief



Offer Solutions

After listening and identifying need(s), offer your prospects possibilities:
 - Product approach (pgs. 37-40, 43)
 - Business approach (pgs. 82-85)

Teach Your Builders to Do the Same

As you launch your business, empower customers who use and love the products, sharers who host classes, and builders who partner with you to build a business. Commit to developing the skills necessary to reach your goals. Become the kind of builder you want to work with.

Leverage the Five Conversations

The Empowered Success system includes five guides designed to support the key conversations that introduce the first phases of the dōTERRA experience. These steps can happen in whatever order serves each prospect best.

Healthy Can Be Simple



Introduce essential oil possibilities.

Nature's Solutions Class Handout



Educate on how to use Nature's Solutions Daily

Live Guide



Commit to living the dōTERRA lifestyle.

Share Guide



Commit to hosting presentations.

Build Guide



Commit to building a business.

Target Your Message

See yourself as someone with valuable experience who specializes in offering specific solutions to those who seek them.

Increase the flow of prospects moving through your pipeline by identifying the network you feel drawn to serve, and then find ways to connect with them. You do not need permission or prerequisites to do what you love. You just need to be able to show your customers how to get results. Journal the following answers to identify who you are in your business, who and how you serve, the messages you are passionate about communicating, and the problems you empower others to solve.

Seek

Get clear on how to lead, with the mindset of seeking to serve.

- *Who are you? Think about all you've been in your life, who you've become, and what comes naturally to you. List your unique life experiences, expertise, community involvement, connections, passions, skillsets, business experience, and influences that continue to impact who you are.*

- *What do you feel driven to be a part of? What is your message or cause? How you solved your mess can become your message. What obstacles have you overcome with dōTERRA? How have you become a solutions provider in your home? As a result, what are you now passionate about sharing?*

Write out your best stories to date on page 36. Then draw on them to stimulate your thoughts and feelings while you complete this page. Feeling pushy or salesy is overcome when you are clear about your cause and message.

Serve

Choose to be a solutions provider.

- *Who do you serve? Who needs your message? Who do you best connect with? Service that's not nervous comes from a passion for serving those who need your solutions. Describe your tribe.*

- *Where do they hang out? Where can you find them?*

- *How do you best connect with them? What brings you joy to share and do with others? What is your message?*

Solve

The courage to share comes from understanding the needs of others and knowing you can create value with your solutions.

- *What specific problem(s) do you show others how to solve? Identify what you solve in your own way. How can you help others find solutions just like you did?*

.....
.....
.....

Do you have solutions for fitness, nutrition, children's wellness, skin wellness and beauty, green living, organic gardening, pet care, financial gaps, the need for additional household income, or something else?

- *Why should people learn and buy from you? Why do they choose you? What can you do that others can't or won't? What team community can you invite them to join, or what classes can they attend to learn more with you? How will you surprise and delight them? How is their world better because you served? What sets you apart or makes you different?*

.....
.....
.....

What You Do

It can be helpful to write out what is known as a Value Articulator Statement. A Value Articulator Statement helps declare what you do and how others will benefit from working with you. Read the examples below, and then follow the template to write out your own.

A wife, mother, teacher, and postpartum doula who is into green living might say:

I help mothers discover essential oil solutions so they can have their babies at home, as an alternative to the traditional approach, because birthing can be beautiful and natural.

A female fitness guru who is a mom and into healthy living might say:

I help women take control of their wellness by moving, eating well, and staying healthy with naturally-sourced products so they feel better, move more, and live their best life—different from living with low energy, discomfort, and poor self-esteem—because my purpose is to empower them to make themselves a priority, even when it's easy to put everyone else first.

Value Articulator Statement

(As taught by Mel Abraham)

I help/teach/support (who)

to (do what)

so that (result),

unlike (less favorable alternative),

because (distinction/what's different about what you offer).

Partner with Your Mentor

You are in business for yourself, but not by yourself. Partnering with an upline mentor can dramatically increase your own success and that of your downline. Set clear expectations for your partnership from the beginning to create an environment conducive to long-term success, where your relationship can grow right along with both of you. Have fun as you work hard and smart together. Share your hopes and dreams with your upline mentor and ask them about theirs.

Though ideal, not every builder has an upline mentor. In fact, some of dōTERRA's most successful builders did not have immediate upline support. This guide is designed as a complete training, so everyone has the basics needed to succeed. Ultimately, your level of success is up to you. If needed, find someone else who can serve as your strategizing and accountability partner.

A mentoring relationship is a partnership. Make the most of working together by creating the clarity invited below.

Mentor	Builder
<p>What You Can Expect of Your Mentor</p> <ol style="list-style-type: none"> Believes in You. Cares about your success. Believes what you say you want. Believes you will do what it takes to achieve it. Is Positive. Sees the best in you and your possibilities. Is Honest. Gives useful feedback. Levels with you. Operates with integrity. Stays Focused on Fundamentals. Helps you keep the main thing the main thing. Partners as you move through the 5 Steps to Success. Coaches from Experience, not just theory. <hr style="border-top: 1px dotted #ccc;"/> <p>Determine When to Call Your Mentor</p> <ol style="list-style-type: none"> What is the situation? What are my options? What do I think I should do? <p>Come up with your own solutions first. Then, if you need other options, call your mentor.</p>	<p>What Is Expected of You</p> <ol style="list-style-type: none"> Be Coachable. Trust proven processes and recommendations; consider new ideas and strategies. Be Positive. Enthusiasm is contagious with customers and builders during presentations and events. Work Hard. Keep the success schedule you set. Do what you say you will do. Above all, seek to serve. Learn Earnestly. Watch, read, and study product and business trainings. Always be a student of your business. Be Honest and Accountable. Consistently measure results together through regular connections. Level with your mentor when difficulties arise. Find a Way, Not an Excuse. Honor your commitments to yourself. Anything worthwhile involves hard work, frustration, and persistence. Be resilient. There may come a time, for whatever reason, you "drop off." If this happens, how would you like your mentor to respond? <p style="color: #8ebf42; font-size: small;"><i>Inspired by Chapter 3 of Being the Starfish by Neal Anderson</i></p>

Tips for Successful Strategy Sessions

- Schedule regular, recurring connections** with your mentor.
- Choose the best way to connect** such as daily AM and PM texts and/or weekly calls.
- Text or email prior to each Strategy Session** a few specifics on successes and challenges you experienced in the last week to be acknowledged and addressed. Consider using the *Strategy Check-In*.
doterra.com > *Empowered Success* > *Tools Library*
- Call your mentor at the appointed time.**
- Come prepared** to gather insights and discover solutions, rather than expecting your mentor to solve things for you. Turn to your mentor for strategy, not therapy.
- Utilize consistent personal development** to surpass limitations, be better prepared, find solutions, and create strategies that work.
- Your upline will match your energy.** Invest in your success, and they'll invest in you.

Strategy Check-In

Send a photo of this completed form to your upline mentor via text or email prior to your Strategy Session.

1 Connect & Discover

What wins and victories did you have last week?

What's working to grow your business?

What challenges are you running into in your business?

2 Review Last Week

How did things go last week with your top three action goals?

Anything that needs to shift going forward?

Fill in the total number completed last week in the green squares, and then your goal for next week in the blue squares.



Prepare

- Time block PIPES activities
- Add to Names List
- Strategy Session with upline
- Attend Team Call
- Product training
- Daily personal development
- If completed

Invite

- Share experiences:
- Oil sample/experience
 - Your story
 - Video link
 - Website link
- Invite to:
- Intro to Oils class
 - Intro to Build class
 - Wellness Consult
 - Host a class

Present

- Intro to Oils class (host/teach)
- One-on-one
- Intro to Build

Enroll

- Personal enrollment
- Wellness Consult
- Enroll in LRP
- Commit to host
- Commit to build

Support

- Intro to Launch with new builder
- Strategy Session with builders
- Attend Cont. Ed./bring a guest
- Promote team training/event
- Attend a team training/bring a builder

Focus on "IPE"ing to Build Your Pipeline

Circle where you observe a breakdown in activity. Focus next week's actions on increasing flow in that area.

3 Goals for the Upcoming Week

Goals for This Month:

Refer to your rank planner to help choose your top actions for the week. Rank:..... Power of 3 Sales Bonus: \$50 \$250 \$1500

Top 3 Actions What needs to happen?	Your Part How will you get this done?	Upline Support What support do you need?	Completion Date
.....	___ / ___
.....	___ / ___
.....	___ / ___

4 Breakthroughs

What personal development/training are you benefiting from?
What else could grow your belief, insight, and skills?

5 Important Reminders

Team call, company promotions, events, etc.

My success is up to me. I determine the actions I take. I seek and gain the necessary training to increase my results. I continually break through limiting beliefs, build my character, and expand my influence as I reach my goals.

What It Takes to Succeed

Your Success Is Up to You.

You set your pace. The ideal is laid out here in this guide.

You Have Resources.

You are in this business for yourself but not by yourself. Your upline and the company are committed to providing training, educational resources, and tools for your success.

Learn, See, Do, Grow.

Training looks like this: you learn each step, see how it's done, do it, measure results, get feedback, and then grow as you do it again and again.

Set the Goal.

Choose to become independent and successful as soon as possible.

Success Takes Time.

Depending on how consistent and effective your efforts are and the growth you choose to create, you could:

- In 90 days make enough to cover your order and supplies.
- In 1 year make a part-time income.
- In 2–3 years be a significant earner.
- In 5–7 years be a world-class professional and top earner.

This Takes Work.

Unlike employment where one is driven by external forces and expectations, to be an amazing entrepreneur reframe your mind to focus on creation, contribution, purpose, and passion. You are now your driving force.

Growth Is Key.

Become more to earn more. The builders you work with will engage at their own pace. Consider enrolling more to create additional options for your own growth so you are not limited by each builder's pace. For example, if you are building to the rank of Silver, have four legs to work with versus three.

Skills Set You Free.

The skills required are not hard, but need to be practiced, utilized, and mastered over time.

Laser Your Focus.

Concentrate on product sales and people, pipeline-building activities, and clearing distractions. Focus your energy. Energy flows where attention goes.

Have Grit.

People may feel threatened when you move out of your old world and into a new one. You may experience rejection and setbacks. Choose to stay the course of your dreams.

Both Sides of the Bottle

dōTERRA®

Your partnership with dōTERRA is a two-way contract. On one side of the bottle is dōTERRA's stewardship. On the other side of the bottle is you, sharing these precious oils with the world. With responsible sourcing, community building, and pioneering research, dōTERRA brings unmatched CPTG® quality essential oils—gifts of the Earth—from the source to you, while generously rewarding those with whom they do so.



Wellness Advocate

Sharing pure essential oils as solutions for wellness, you invite those around you on a journey of possibilities, while leading, supporting, and educating those you feel called to serve about the power of these gifts of the Earth.



Source > Bottle > Validate > Ship > Reward

Share > Invite > Solve > Empower > Lead





Invite

Change Others' Lives

By the end of the Invite step, you will have shared samples, stories, and invitations with people on your Names List, preparing them for a positive experience at a presentation.

No success is immediate.
Nor is any failure instantaneous.
They are both the products of the
slight edge, the power of daily
actions, compounded over time.

Jeff Olsen

Prepare to Share

dōTERRA is a relationship business. Take the time to create and nurture relationships as you begin to share.

When the time is right, ask your prospects about their wellness priorities, and share possible solutions through stories and samples. Seek to serve, then others will naturally want what you have to offer. The more positive experiences a person has with essential oils and with you, the more they will want to learn.

Help others accept an invitation to learn more about essential oils by sharing experiences first. Many sharing opportunities happen naturally during your day-to-day activities (at a social gathering, sporting event, on social media, in line at the store, etc.).



Your Story

Take the time to fill out the *Share Your Story* exercise (pg. 36). It truly makes all the difference to have refined your story into concise, relevant messages that are ready to share. Stories stir emotion and help others see themselves in your experiences, creating hope for their own. The more clear you are on your message, the more your prospects know what they are saying yes to.



Oil Experience

Create oil experiences straight from your own bottles (e.g., share a drop from an oil you have in your purse or keychain) when it feels natural. Be equipped to help others discover nature's solutions.



Sample

When creating samples for prospects, consider the following:

- Personalize samples to target specific needs or interests. Focus on what you can easily help with.
- Sample oils that quickly make an impact (like Wild Orange, Deep Blue®, Lavender, Peppermint, PastTense®).
- Provide a copy of *Healthy Can Be Simple* with sample use instructions and your contact information added on the back.



Link

Leverage dōTERRA's amazing education, videos, webpages, social media posts, and images to inspire and ignite interest.

dōTERRA Media

[doterra.com](https://www.doterra.com) > [Discover](#) > [Social Media](#)

Empowered Life

[doterra.com/CA/en/empowered-life-series](https://www.doterra.com/CA/en/empowered-life-series)

Discover More

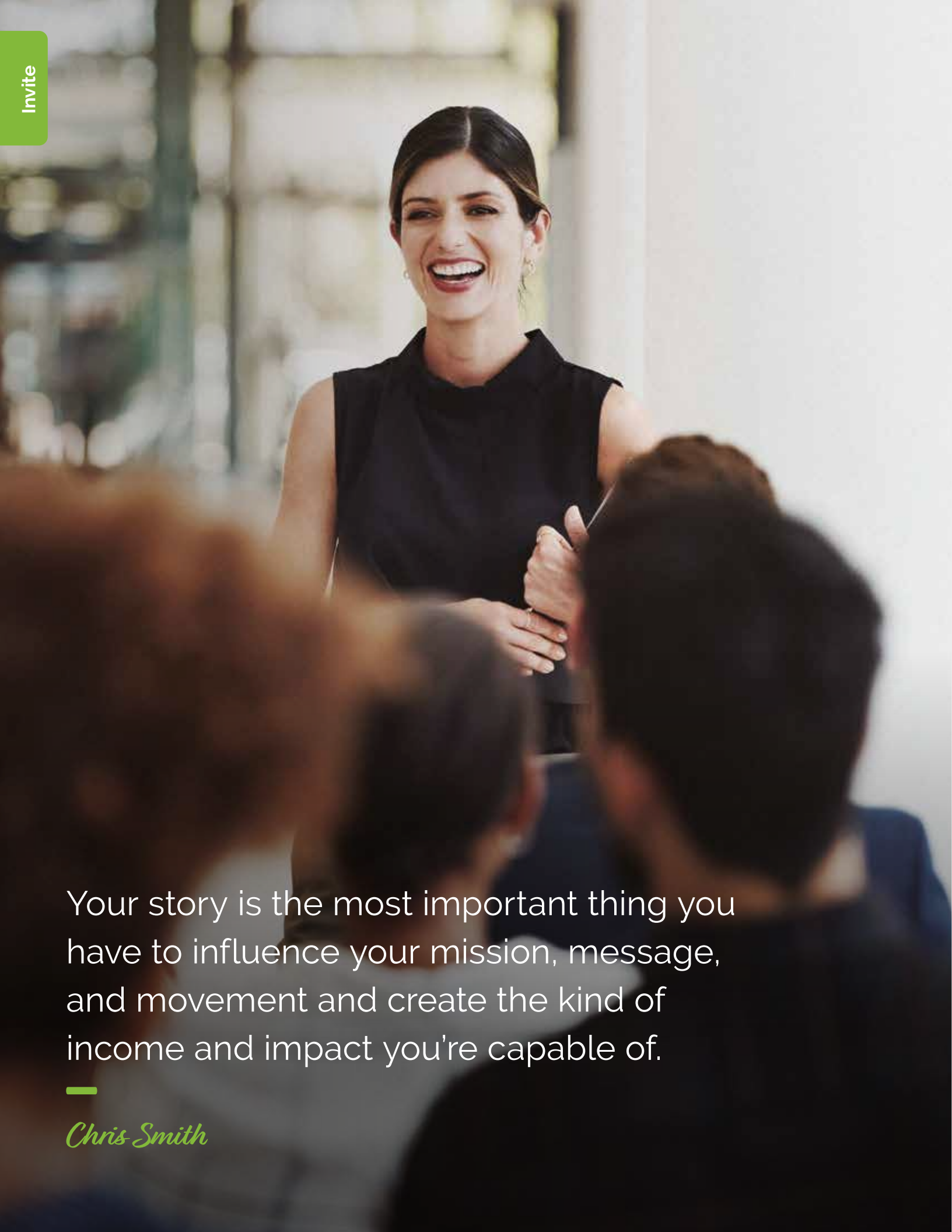
[doterra.com](https://www.doterra.com) > [Discover](#) > [Blog](#)



Top Tips

- Keep samples with you at all times.
- Always get contact information.
- Use dōTERRA premade samples.



A woman with dark hair pulled back, wearing a black sleeveless top, is smiling broadly and looking towards a group of people whose backs are to the camera. She appears to be in a professional or social setting with large windows in the background.

Your story is the most important thing you have to influence your mission, message, and movement and create the kind of income and impact you're capable of.

Chris Smith

Share Your Story

When you share experiences about how your solutions make a difference, you stir curiosity and build value so that prospects want to learn more and are more likely to make the time to listen to a presentation.

Write out, refine, and draw on your story so you are freed up to listen to the needs of others. Your goal is to expose them to the possibilities as you offer hope and relief. When the time is right, share your story and customize it in a way that is relevant to them.

Product Story

Be prepared to share your love for dōTERRA products and why they are important to you.

- What challenge were you facing? How long had it been going on? What problems were created as a result?
- What had you tried? What kind of results were you getting? What did that cost you?
- What led you to dōTERRA? What was different about their solutions?
- What kind of results did you start experiencing? How have the products changed your life?
- What is life like for you now? Where are you going and what are you doing in the future as a result?

How do you see the dōTERRA products meeting people's needs and changing lives?

Business Story

Be prepared to share your hopes and dreams and why you chose the dōTERRA opportunity to build your future.

- Where were you before dōTERRA? Perhaps describe what attracted you to the dōTERRA opportunity.
- Where are you now? Maybe describe your successes marketing the dōTERRA products.
- What do you want to achieve with your dōTERRA business and success? Is your "why" choosing to build your own dreams instead of someone else's? Have you set a goal to take control of your life? Is educating people about wellness with essential oils part of your mission? Do you have a humanitarian project you plan to give to on an ongoing basis and would benefit from additional income?

How do you see the dōTERRA business meeting people's needs and changing lives?

Share & Follow Up

Be open and aware as you create opportunities to share and invite, no matter where you are or who you are with.

Look for and create opportunities when sharing makes sense and comes naturally. Whether with an existing relationship or someone new, build trust in every interaction.

You don't need to be an expert to successfully connect and share. Just be authentic. Discover what's most important to each person you interact with by taking genuine interest in who they are, what they are experiencing, and how you can serve them. Feel free to use or vary the scripts below.

Connect to Discover

1 Start a Conversation with Someone You Haven't Connected with Lately

When someone receives a call from someone they haven't talked to in a long time, it's exciting, especially if they have a great conversation. But if it turns into what feels like a sales pitch, it can take away from the feeling that it's an authentic connection. When reaching out in this way, earn the right to share by being up front.

In person or over the phone, start the conversation. *It's been such a long time, and I have something specific I wanted to call you about, but first. . . .* Make a connection:

A. *How are you? Tell me what's going on with you and your family.*

B. *Catch me up. What's going on in your life? I saw your post about. . . .How are you holding up?* Talk for as long as it feels comfortable.

After a while, the person you called will usually say, *"So, tell me what you were calling about."* Or you can say, *I reached out because. . . .* Transition to the purpose of your call.

If you end up running out of time and have to get going, the person you called will often say, *"You had something that you wanted to tell me."* Simply answer, *It was so great talking with you again. I can call you tomorrow and tell you about why I wanted to call.* Continue to connect through conversation and build the relationship.

Connect to Your Solutions

2 Share Your Story and Ignite Curiosity

Tell the story of how the products have helped you and your family (refer to your story on page 36). Be specific. Keep it simple and to the point. *Well, you know how we struggled with. . . .We've loved how dōTERRA essential oils have helped us. . . ! I'd love to share.*

Expose them to the possibilities:

A. *I'm just curious, are you open to alternative forms of healthcare? What do you know about essential oils? Are you open to learning more?*

B. *Seriously, essential oils are rocking my world, and I can't keep this to myself! I thought you would love them too. Have you ever tried any?*

C. *You know how so many people are into wellness these days? It seems more and more important to eat better, exercise regularly, get quality sleep, and get rid of synthetic products around the house. Is that pretty much how you are as well? What kinds of things are you doing with your family? . . . What do you know about essential oils?*

3 Discover Problems and Measure Impact

Make your sharing relevant by asking questions to discover wellness priorities and add value during the conversation. Then, you can more naturally match your solutions to their needs. *When it comes to your . . . (e.g., overall wellness), what would you like to improve? . . . How is that affecting you? . . . How long has it been going on? What has it been costing you?*

Create Experiences

There are multiple ways to “sample” dōTERRA. Stories are often potent enough to move people to want to learn more. After telling yours, ask, *I'm just curious, would you be open to trying something natural for that?* Or, *I'm just curious, would you be okay if I showed you how to?*

Then offer one of the following options:

- Offer a sample (see below for details).
- Schedule a one-on-one: *How about if we schedule a time to find out more about your wellness goals?*
- Share a link: *What if I send you a link to learn more about ____? Will you watch it?*



4 Invite to Try

One of the best ways for a prospect to build belief in dōTERRA products is to have an essential oil experience. Sampling is just that. Every drop shared stirs interest, increases trust, and creates compelling reasons to want more. Successful sampling can result in higher class attendance, customer enrollments, commitments to LRP, and beyond. The following scripts model ways to do so.

Ask permission to share a sample:

- Are you open to trying something natural for that? If I give you a sample, will you give it a try for a couple days?*
- Are you open to learning how essential oils could help you with that? Would it be okay if I left you with a sample?*
- Would it be okay if I gave you a gift package of essential oils? A gift package can be one to two samples and a booklet.*

Don't judge each day by the harvest you reap, but by the seeds that you plant.

Robert Louis Stevenson

Condensed Conversation

With an Established Relationship, Start Here

When connecting in person or over the phone:

I've been thinking about you. I know how much you love using naturally-sourced products and . . . (share a simple but powerful personal testimonial or someone else's experience that you think would be of interest to them).

Invite them to try a sample or provide an oil experience.

A. Know of a wellness priority:

I thought about ____ (name an oil) because I know you are looking for a solution for ____ (a family member). I would love to give you a free sample of essential oil for you to try. They are a reliably cheap and effective alternative to modern, synthetic approaches. I'd love for you to have an experience with them. Are you going to be around tomorrow for me to bring that by?

B. Don't know of a wellness priority:

I've had some pretty amazing results with essential oils and thought of you . . . (share a simple but powerful personal testimonial or someone else's experiences that you think would be of interest to them). *I know everyone deals with all kinds of challenges. Is there a wellness priority you'd like to try a solution for? I would love to give you an essential oil sample for you to experience for yourself. I'd love to bring one by. When are you around tomorrow?*

Next, go to step 5.

5 Sample

- Sample one to two needs for focused results.
- Give a two-day supply (approximately 10–15 drops).
- Sample their easiest wellness priorities or give a common oil as a more generic sample.
- Include a copy of *Healthy Can Be Simple* or a quick reference booklet.
- Show or tell them how to use the sample.

Get permission to follow up within 48 hours and be sure to get their contact info: *How about I check back and give you a call in a couple days to see how it's working?*

Example Use Instructions

A sample given with instructions is significantly more effective than hoping prospects will somehow figure out what to do on their own. *Here's what you're going to do: When going to bed tonight, with your fingertips, rub a few drops of dōTERRA Serenity® onto your temples and the back of your neck. Then, as you lie down, inhale deeply from the palms of your hands to experience a relaxing aroma as you get ready for sleep. I'll call you in two days to see how it went. When is the best time to reach you?*

6 Set Expectations

Give prospects reasonable expectations for results when using a sample to create an environment where they feel comfortable exploring solutions together rather than risking dead-end disappointment. *Because everyone is different, results can vary from person to person. If the first oil you try does not give you the benefits you are looking for, we can try another option. I am confident we can find what works best for you so you can get started with effective solutions in your home and at your fingertips.*

7 Follow Up on Their Experience

Follow up in two days by phone. *Hey, I'm calling to check in, like we talked about. How was your experience with the ____ (sample)?* Choose the appropriate response (the scripts below are examples):

Positive Experience

Tried it.

Tell me about it...Great!

- Invite to learn more at a class (follow scripting on next pages).
- Consider offering a sample as an incentive to attend a class.

No Result

Not great. OR Nothing happened.

Tell me about it.

- Don't react—just listen.
- Restate their experience.
- Ask questions to discover if they need to use the sample for a few more days, or more often during the course of a day, or consider using a different method of application.

Be patient and help them find a solution. Or, if needed, offer a new sample. *Remember when we talked about how everybody is different and results can vary? Let's try a different option to discover a better oil for you. Let's get you some _____ to try.*

Didn't Try Sample

Didn't try it.

Invite to try.

That's okay! Here's what we're going to do. When you get home tonight and start getting ready for bed...

(repeat the usage instructions).

Then I'll give you a call in the morning to see how it went.

Call in the morning.

How was the ____? Did you have a chance to try it yet?

Yes, tried it.

Go to the **Tried It** script in column one.

No, didn't try it.

That's okay! Here's what we're going to do. Go get it and let's create an essential oil experience right now together.

Top Tip

If someone stops responding, assume that person is focused elsewhere and start again. Text:

Your world's probably been crazy. I was hoping to hear back in an effort to help with what we talked about. Are you ready to chat about your sample experience? Or, I'd love to save you a seat at our next class.

Invite to Learn More

Just because you wrote someone's name on your list doesn't mean you suddenly invite the person to a class.

First, consider the level of trust that exists between you.

No one wants a pushy sales pitch, but everyone loves it when someone cares enough to share something amazing. Extend an invitation to learn more, ideally after a prospect has a positive personal experience with the products. Avoid mass invitations. Use the tips and scripts below to personalize and customize your invites.

Effective Inviting Is:

- **Personalized:** Use a first name.
- **Enthusiastic:** Share a benefit or value.
- **Direct:** "I'm having a class, would you like to come?"
- **Specific:** Mention a specific topic to be covered.
- **Limited:** Give a limited time frame for a special promotion or the event you are inviting to such as, "It's live only."
- **Expert:** "Come to learn with me." Or, "Come learn from my guest presenter."
- **Caring:** Show genuine interest and that you care about their needs.

Invite to a Class

After a prospect has a positive personal essential oil experience or hears a powerful story:

A. Are you open to learning more? I'm hosting a class with a great teacher on ____, or we can meet together ____. What works best for you?

B. After such a great experience, I would recommend next learning about how to get essential oils in your home. I'm having a class on ____, or we can meet together ____. What works best for you?

C. If you think ___ (oil) is awesome, that's just the tip of the iceberg. It's incredible how many things you can solve with essential oils. Share another powerful essential oil experience. Here's a great next step: there is an amazing Intro to Oils class on ___ and another on ____. I think what you will learn could change your life. I would love for you to come. Which of those times works better for you?

D. As I mentioned, I've been learning about essential oils, and they are making a huge difference for me and my family. We use them for everything. I know at your house you have struggled with _____ (e.g., kids various needs), and I thought of you. I am teaching a short health workshop and would love for you to be my guest. It's at my house on Thursday at 7:00 pm, or we can meet next week. What works best for you?

Giving two date and time options greatly increases the chances of prospects saying yes. Provide or text the details as a follow-up to their commitment. Let them know you'll give them a call with more details a couple days before the class.

Invite to a One-on-One

What I do is meet with people online or in person, ask them about any health goals they have, and what they want to learn more about. We will spend about 30 minutes together. No obligation—simply an opportunity to discover some powerful tools to meet your needs. Once we find some solutions that you like, I'll show you the best way to get started. Is this something that would interest you? Set a date and time.

Invite to Watch Video/Webinar

I know you said you were interested in _____ (topic). If I sent you a video link about _____ (topic), would you watch it?

Remind to Come

No matter what kind of presentation, get permission to remind your invitees prior to coming. *If you're like me, you appreciate being reminded. How about I give you a quick reminder before the class?*

A reminder call and text can make all the difference. Share your excitement. And remember, this is just a reminder as they've already given their commitment to come.

Call your invitees 48 hours prior to the presentation to remind them to attend. *I'm so excited to see you on Thursday at 7:00 pm! You're going to love learning from _____. You'll leave with some great ways to take care of your family. Feel free to bring a friend and get a free gift.*

Text them 2–4 hours prior to your presentation. Reiterate your excitement. Add something helpful. *Feel free to park in the driveway or along the street. I'm excited for you to learn about these awesome solutions for you and your family.*

Invite without Sampling

There are times when inviting can happen right away, without sampling.

Use the following scripts to help formulate the right conversations that make way for effective invitations.

3 Pathways

There are three main ways I support my customers on their dōTERRA journey. The first way is to help you learn how to use the products, get more education, and refer friends who are interested in natural solutions. The second is to help you get your products paid for—and maybe even create some fun money by sharing dōTERRA with those you care about. And the third way is for those who say, "I know it's important to have multiple streams of income and I'm passionate about wellness. I would love to be able to create a business doing this part-time from home." Which one of these would serve you best? . . . Great!

When they say number one, respond, *Then the next step is for you to attend a class. I'm holding one this Thursday!*

When they say number two or number three, respond, *Then the next step is for us to get together. I set aside time each week to share what this can look like. I have Tuesday at 7:00 and Thursday at noon. Which one works best for you?*

Class


Hi, Jane! How are you? . . . I'm reaching out to all my health-conscious friends to invite them to a short wellness workshop where moms come and learn smart ways to take care of their families using essential oils and other products. It's about 45 minutes and will be at my house on Wednesday at 7:00 pm or Friday at 12:00 noon, which we reserve for the busy moms. We will go over your goals, suggest a few cool tips for using essential oils and other products, and then show the most popular options. If you end up finding things you want to try with your family, that's great. If not, that is totally okay. But based on what I know about your lifestyle, I think you will love it, and I didn't want to leave you out. Is that something you would be open to attending? . . . Great! Which day works best for your schedule?

One-on-One

Hi, Jane. How are you? . . . I'm reaching out to all my health-conscious friends and setting up a 30-minute visit to go over their goals, suggest a few cool tips for using essential oils and other products, and then show the most popular options. If you end up finding things you want to try with your family, that's great. If not, that is totally okay as well. But based on what I know about your lifestyle, I think you will love it, and I didn't want to leave you out. Is that something you would be interested to setting up?


Ideal Share and Invite Timeline



A close-up photograph of two women laughing joyfully. The woman on the left is Black with short dark hair, wearing a denim jacket and a pearl earring. The woman on the right is white with long blonde hair, also wearing a denim jacket. They are both smiling broadly, showing their teeth. The background is a soft-focus outdoor setting.

The successful networkers I know—the ones receiving tons of referrals and feeling truly happy about themselves—continually put the other person's needs ahead of their own.

Bob Burg

A group of people are seated around a table in a meeting. In the foreground, a woman with long brown hair is smiling broadly at another woman whose back is to the camera. They are both looking at documents on the table. In the background, a man in a blue shirt is looking at a document, and a woman with dark curly hair is looking at her phone. The setting is a well-lit room with white chairs and a wooden table.

Whatever you do, do it so well that when people see you do it, they will want to see it again, and they will want to bring others.

Walt Disney

Reach More People

The key to customer retention and referrals is building meaningful relationships beyond the business transaction.

One of the best ways to expand your *Names List* is to let others do it for you. Get people talking about essential oils and the difference you are making so they help you reach more people using the power of community connections.

Ways to Connect

- Use social media and classes to feature testimonials. They sell the products, and you connect the dots for the audience. For example, ask about a favorite oil and have a giveaway in a thread on Facebook. Or ask for feedback on experiences with samples you have given out to try. Keeping track of great stories, or even videos, so they can be shared at later times.
- Seek out and partner with influencers who love the oils and who people trust and follow to connect you with more people.
- Invite an expert to add essential oils to their existing services.
- Discover new groups and communities, get to know members, help or volunteer to teach, or have a booth at an event.
- Circle back to those who have yet to say yes to a sample or an invitation to learn more or enroll at a class.
- Offer classes at a local business. Post flyers.
- Run essential oils studies with your upline.

Reach More People Through Social Media

Social media can be a powerful tool to reach more people and expand your influence. The digital marketing kit is your one-stop resource to view and download official product imagery and assets to share on your social media platforms.

Go to doterra.com/CA/en/tools-media

Ask for Referrals

Most sales builders tend to enroll their warm market or established relationships first. As your early adopters experience your solutions, fall in love with dōTERRA, and thrive as loyal members of your community, they become an ongoing source of contacts. Make a list of those you think would love to refer others to you, and then:

- Ask for referrals and offer a gift in return (optional).
- Send a thank-you card. Include an offer for additional rewards for more referrals.

A. I hope you feel satisfied that I have answered your questions and provided you with some great solutions. I run my business off referrals and would love, if you feel comfortable introducing me, if you could refer me to others you know who could benefit from the education and solutions I provide.

B. I'm so glad you are loving your oils. I also wanted to let you know I have a referral program, so if any of your friends or family also want to try out the oils, you can send them this link. When they fill out the form, I'll send them two free roller bottles to try. Make sure they mention you referred them, because for each person who gets started with a collection, I have a gift for you. An online form, such as a Google survey, is recommended to qualify sample recipients.





Present & Enroll

Share the Message with a Call to Action

By the end of the Present & Enroll step, you will be hosting your own classes and one-on-ones with confidence, as well as enrolling customers and builders from these presentations and successfully placing them in your organization.

Enthusiasm is one of the most powerful engines of success. . . . Nothing great was ever achieved without enthusiasm.



Ralph Waldo Emerson

Host Presentations

The next step for your prospects, after accepting an invitation to learn more, is to experience a presentation where they catch the vision of what dōTERRA offers by way of life-changing products and an income-producing opportunity that dōTERRA offers. Make use of your upline for support in your first few classes or one-on-ones as you learn to present effectively. As you study the details of successful Intro to Oils presentations on the pages that follow, know that the context of this training is for a class setting. Adapt what you learn as needed and desired to work in one-on-one or online settings.

Presentation Options

Explore multiple effective ways to present the dōTERRA message. Familiarize yourself with the unique benefits of each format below and choose the one that best fits your prospect's location, circumstances, and schedule for any given presentation.

One-on-One

Create an intimate and personalized setting.

Bring a class handout, enrollment form, diffuser, oils and samples to share (consider a portable oil sample case), essential oil reference guide, and any products that may meet the prospect's needs. See *Class Planner* for additional suggestions.

Ask in advance (or early in the presentation) what their gaps, needs, or pain points are.

Use a laptop or phone to share video(s) and enroll.

3-Way Call

Include the support and credibility of your upline.

Coordinate a scheduled time between your upline and prospect.

Mail or email the class handout in advance.

Make sure everyone has the correct phone number or link prior to the call to avoid delays.

Decide in advance who will initiate and lead the call.

Essential Oil Class

Whether held in a home, office, or coffee shop, providing essential oil experiences in a group setting helps create social proof for attendees in a low-pressure environment.

The goal of a class is to enroll customers so they can get started, not to teach people everything about the products.

Ask questions throughout your presentation and allow attendees to answer and share stories.

Address participants by name during the presentation to personalize the experience.

Pass oils around. Create experiences with the products throughout the class.

Outline the main benefits of the products and show how they support wellness.

Offer oil-infused refreshments after class to encourage guests to mingle and remain to give you time to answer questions and assist with enrollments.

Consider recording your presentations to watch later so you can perfect your delivery.

Virtual Presentation

Use Zoom, Facebook, FaceTime or the like as flexible and easy ways to accommodate long-distance prospects or more immediate classes or one-on-ones.

Mail or email the class handout in advance.

Ensure you and attendees have needed login, software, app, or link as needed in advance. This mitigates unnecessary distractions and time wasters.

Schedule a follow-up conversation with each prospect after they've attended or watched a presentation.

Invite your prospects to enroll during their follow-up conversation.

Optional: Attend a presentation with guests.

Another option for prospects to experience an introductory presentation is for you to attend one with them. If possible, arrange to meet beforehand and drive to the event or watch together. Help them enroll at or during the event or follow up to do so within 48 hours.

Leverage the *Class Planner* to create a great experience for all involved (see next page).



Class Planner

As the hosting builder and presenter, use this handout to divide responsibilities and prepare for a successful class. Great planning frees you to focus on your guests so you can help them find the right solutions to change their lives.

Host: Title: Presenter:
 Date: Location:

1 Preparation

<input type="checkbox"/> Invite and Confirm Attendees	Invites are best issued about 1–2 weeks in advance. Typical ratio: 15 invites means 7–10 attendees. Download the <i>Class Attendee List</i> from doterra.com > <i>Empowered Success</i> > <i>Tools Library</i> > <i>Class Tools</i>	
<input type="checkbox"/> Prepare Attendees Prior to Class	<ul style="list-style-type: none"> • Share a sample or an oil experience. • Give <i>Healthy Can Be Simple</i> booklet with sample. 	<ul style="list-style-type: none"> • Ensure a positive product experience prior to inviting. • Refer to pages 33–43 in this guide for scripts.
<input type="checkbox"/> Prepare Room	<ul style="list-style-type: none"> • Use good lighting and a well-ventilated area. • Put out a few chairs, bringing in more as needed. • Eliminate potential distractions beforehand. 	<ul style="list-style-type: none"> • Create a space for the presenter to teach from with a simple product display area. • Diffuse uplifting oils (e.g., Citrus Bliss®, Wild Orange).
<input type="checkbox"/> Prepare Refreshments	<ul style="list-style-type: none"> • Add Lemon, Wild Orange, or Tangerine essential oil to drinking water. Make available to guests upon arrival to offer an immediate essential oil experience. 	<ul style="list-style-type: none"> • Offer oil-infused snacks or treats (for ideas, see the dōTERRA blog). • Serve after class so guests remain.
<input type="checkbox"/> Set Goals	<ul style="list-style-type: none"> • Number of attendees: • Number of enrollees: 	<ul style="list-style-type: none"> • Number of classes booked: • Number of new builder(s) found:
<input type="checkbox"/> Prepare Story and Intro	<ul style="list-style-type: none"> • Be sure the host has taken the time to prepare both their dōTERRA story and introduction of the guest presenter (see pages 36, 53–54 in this guide). 	

2 Presentation

<input type="checkbox"/> Builder's Role	Class 1	Class 2	Class 3	Training flow for up-and-coming presenters
<input type="checkbox"/> Upline Presenter's Role				
<input type="checkbox"/> Gather Teaching Tools <i>Decide who is providing</i>				
<input type="checkbox"/> Involve Team Members	Ideal ratio: one Wellness Advocate per three guests to best support successful class enrollments.			
	<ul style="list-style-type: none"> • Welcome/share story • Intro/edify presenter • Share oil experience 	<ul style="list-style-type: none"> • Welcome/share story • Intro/edify presenter • Share oil experience • Teach part of class 	<ul style="list-style-type: none"> • Welcome/share story • Teach entire class • Share oil experience 	
	<ul style="list-style-type: none"> • Edify/support host • Teach entire class • Share your story 	<ul style="list-style-type: none"> • Edify/support host • Teach part of the class • Share your story 	<ul style="list-style-type: none"> • Edify/support host • Share your story 	
	<ul style="list-style-type: none"> • Class handouts • Enrollment forms • Pens • Oils to pass around • Diffuser • Products to display • Essential oil reference guides • <i>Live, Share, and Build</i> guides 	Optional: <ul style="list-style-type: none"> • Prepackaged samples to give away • Host gift • Enrollment incentives • Book-a-class incentives • Calender to book classes and Wellness Consults 	<ul style="list-style-type: none"> • Product guides • Invites/flyers for next class/event 	

3 Next Class

Print additional *Class Planner* from doterra.com > *Empowered Success* > *Tools Library* > *Class Tools*

Host: Title: Presenter:
 Date: Location:

Present with Confidence

Grow your confidence as you work to hone your presentation skills. Prepare yourself and your answers in advance, so you stay focused on the people you are serving when the time comes. Be intentional about your results. Write down your visions for each presentation (e.g., number of enrollments, volume, classes booked, new builders found), and then engage in the actions required to make them happen.

Effective Product Presentations

- **Be warm and engaging.** Smile and connect with attendees.
- **Be clear and confident.** If you don't know an answer, say, "Let's look it up together!"
- **Mind your body language.** More than 75% of communication is nonverbal.
- **Make eye contact.** Use opening and inviting gestures.
- **Connect with the audience.** Share your story and be vulnerable. Emphasize the struggles you've overcome using the products.
- **Teach guests to rely on resources,** not you. Let the handout and other resources be the experts. If it's simple, it duplicates. Future builders should see and think to themselves, "I can do that!"
- **Involve the audience.** Ask engaging questions. Let them share their concerns and experiences.
- **Get oils on people!** Create experiences with the products throughout the class. Let the oils do their magic.
- **Invite them to take action** and bring oils into their homes. Use incentives to create the urgency to act now.
- **Be concise.** Keep your presentation under an hour to hold interest. Leave time to answer questions and enroll attendees afterwards.
- **Be mindful** of the energy you bring to a presentation. Positively "assume the enrollment" as the way to change each life! Avoid desperate, pushy, or salesy mindsets.
- **Be professional.** How you dress and act impacts your credibility. Practice scripts so your words come more naturally in the moment.

Prepare for "What If . . ."

You feel unqualified to teach:

- Don't feel pressured to be an expert. You don't need to be.
- Let the handout or video be the expert.
- Teach guests to rely on resources, not you.
- Share how products have positively affected your life.
- Simple classes lead to better duplication.

CPTG® is questioned:

- Focus on the strength of dōTERRA standards.
- Don't focus on competitors' products.
- Invite attendees to try dōTERRA oils for themselves.

There are concerns over internal use:

- dōTERRA labels for internal use according to regulations.
- CPTG purity is important for safe internal consumption.
- Invite guests to do what they feel is best for them.

There is low attendance or no-shows:

- Trust that whoever comes is perfect.
- Enjoy the opportunity to nurture the few who do come.
- Review your inviting process, or that of your host, and consider how you can make it more effective in the future.
- If no one comes, use this valuable time to find ways to refine your inviting processes using available training online and in this guide on pages 33–43.

Someone brings up buying on Amazon:

- The safest way to obtain CPTG oils is to get them right from dōTERRA, where there is a guarantee of no adulteration.
- The benefits of a wholesale membership outweigh any small discount online (get up to 30% of purchases and shipping costs in free product credits with loyalty rewards).

The host tells guests, "You don't have to buy anything":

- Share why you value the product.
- Create product experiences during the class so guests and host can discover value.
- Emphasize the value of a wholesale membership and collection.
- Next time, prepare your host to understand the value of enrolling and the intention of the class with an Intro to Host.

Someone asks if this is an MLM:

- dōTERRA has an option to earn additional income.
- 85% of members are loyal customers who simply love the products.
- dōTERRA understands that products are best shared person to person, not on a shelf or in an ad.
- dōTERRA chooses to compensate people who share their products and empower others to do the same.

Top Tips

- Prior to meeting online or by phone for a product or business presentation, send materials, links, and instructions.
- Discover the needs of attendees prior to a presentation. If presenting with an upline, share what you know in advance.



Intro to Oils

An introductory presentation to oils is the best way for prospects to learn more about the power of essential oils.

The *Nature's Solutions* class handout is a powerful and effective tool to deliver that message. No matter how prospects are introduced, the goal is to build belief in the dōTERRA products. Guests get excited to use these solutions once they discover how they can impact their lives for the better. Use the script that follows to guide successful presentations.

An effective presentation doesn't mean you attempt to teach everything. The best introductions are generally kept under an hour, honoring the time guests have set aside to both learn and enroll. Once a customer, they can learn more. This initial class is dedicated to demonstrating value that compels them to enroll. The rest comes later with their Wellness Consult, continuing education classes, and participation in your team's wellness community. Ideally, teach at least two Intro to Oils classes per week to keep a steady flow through your pipeline.

Ideal Timeline (45–60 minutes)

Use the *Nature's Solutions* class handout.



Edify to Add Credibility

When first sharing dōTERRA with your own warm market, your attendees come because they trust you. When teaching with your upline as a guest presenter, establish the presenter's credibility by edifying him or her as a respected expert. Introduce your presenter with a prepared bio and warm introduction.

Purpose:

- 1** Gather people, create social proof, and make wellness fun.
- 2** Focus on priorities of attendees, share top solutions, and experience the power of dōTERRA essential oils.
- 3** Find your next hosts, book future classes, and recruit new builders.

Class Script



1 Welcome and Introduction

Welcome guests. Introduce who you are, what you do, and share a brief story (1–2 mins.) of how dōTERRA oils have improved your life. Don't share your most powerful testimonial. Save that for the end of the class. Also, share how long you have been using oils and why you love the business. *Welcome to our class today. My name is Sarah. I am a mother of three, teacher, and dōTERRA Wellness Advocate. I have been using essential oils for the past three years. They have made a huge difference in the way that I care for my family. Before I learned about dōTERRA, I was looking for a great bedtime routine. A friend suggested I use a few drops of Lavender on the bottoms of my feet before bed. The first time I tried it, I loved it. It is amazing what a few drops can do.*

Share your intention: Why did you invite them? *I am so glad you've come tonight. My number one hope is for you to understand the power of essential oils and how they can change your life.*

If introducing a presenter: Introduce and share 2–3 facts about the presenter that would help the audience know why they should pay attention. Then turn the time over to them.

If introduced by a host: Thank him or her for hosting the class. *I am so glad to have the opportunity to be here with you, and with Sarah as our host. She is amazing, and I love her passion for using these solutions in her own home. My story is similar (share a brief oil experience). I am so thankful to the person who introduced me to dōTERRA essential oils. Life is so different now. I have more healthy options than ever before and my family has moved from surviving to thriving.*

Share the agenda: *Because of what I've experienced (give an example), I couldn't keep this information to myself. I saw so many around me suffering who needed the same help. Taking charge of your wellness is as easy as having a book (hold up or point to a reference guide) and a box of dōTERRA oils. These two things made all the difference in my life and my home.*

This is why I am here today/tonight. I want to help you have better solutions too. We will cover three things: what are essential oils, how to use them, and how to get them in your home. Our class tonight will last about 45–60 minutes. I will keep things moving along, so if I don't get to all of your questions, I'll be available to talk afterward. Some of you may also wonder about what I/we do as a dōTERRA Wellness Advocate(s). I/we have the most amazing job and if what I/we do interests you, please come speak to me/us after class. I will also give a quick business overview then for those of you interested in learning more.

How many of you want effective and affordable solutions? Raise your hand to invite others to do the same. Wonderful!

Explain: You Have Choices

First, let's take a look at our options (point to the top section of handout). The Modern Approach is represented here (point to upside-down triangle). Its focus is on management, not so much root causes, with an "if it ain't broke, don't fix it" or ambulance mentality. When things are broken, such as _____ (e.g., a kid's wrist from snowboarding injury), modern medical care is both excellent and appreciated. But, a system focused on crisis care leaves a gap in wellness care. In most cases, the current healthcare system is not designed to support us beyond a certain point. It's left up to the individual to figure the rest out.

The other triangle represents the Holistic Approach (point to right side up triangle). It addresses the idea that the body has needs, and if they go unmet, situations or challenges can arise. So, the focus here is engaging in intentional daily habits aimed at healthy living. The goal is not just trying to be without struggles, but to live well. And because the focus is on using solutions, we have options other than man-made or synthetic agents.

This is where the oils come in. Whether meeting the root needs of the body or solving root causes, the approach is the same. Making sure we have enough of the right things and getting rid of or avoiding the wrong things is what the oils do best!

Pass around a bottle of Wild Orange. *Now, to prepare us for what we'll talk about next, I'm going to pass around a bottle of Wild Orange. I want you to notice two things. One, how much it smells as fresh as an orange. I love the fragrant bouquet of aroma coming out of this bottle! It matters that an oil smells clean, pure, and accurate. Two, what do you notice when you put a drop in the palms of your hands, rub them together, cup around your mouth and nose, and inhale (demonstrate)? Now you try. What are you experiencing? The potency or concentration of an oil allows it to work immediately, even just by smelling! That brings us to our next topics: what are essential oils and how do they work?*

2 What Are Essential Oils and How to Use Them

Explain: Essential Oils Are Natural, Effective, and Safe

Take a look at this picture of a peppermint leaf (point). Who has rubbed or crushed a peppermint leaf between their fingers before smelling it? Why did you do that? What you were doing was rupturing the essential oil sacs to smell a stronger aroma. This is a peppermint essential oil sac magnified in this picture (point). The aromatic compounds inside those tiny little sacs help the plant protect itself and thrive. We get a great experience when we use their essential oils, which come from the bark, leaves, resins, stems, flowers, and roots of plants.



There are three cool things mentioned here (point) that I want to point out. You could have someone read each bullet point aloud before each scripted discussion below.

First, dōTERRA oils are pure. We'll talk more about that in a minute. There's nothing added or taken away from these fantastic plant extracts. And because of their purity, they have profound benefits. This makes them great for everyone to use—babies, children, adults, and the elderly. Okay, that was our first cool thing about essential oils. Who can tell us what it was? Reward whoever answers with a sample of an oil and share what it's good for.

Second, oils are effective. One of the greatest gifts of essential oils is their molecular size and makeup. The chemistry of essential oils is very complex and each contains a vast number of chemical compounds to provide multifaceted benefits. Isn't that amazing? That was the second cool thing about essential oils. Who can tell us what it was? Reward whoever answers with a sample of another oil and share how it can be used.

And third, essential oils are potent. It takes an enormous amount of plant material to make one bottle of essential oil. Oils are super concentrated and affordable. For example, it takes about 7 pounds of peppermint leaves to make a 15 mL bottle.* Think about how much plant material is then needed to make just one drop! So, what does that mean? You only need to use a little to get the job done, making essential oils super affordable—only pennies per dose. One drop of Peppermint is only about seven cents. In our home, we can't afford not to use our naturally-sourced solutions!

Now, let's try some Peppermint oil and experience how strong it really is. As this bottle is passed around, put a drop in your palm as we did with Wild Orange. Rub your hands together, cup over your nose and mouth, and inhale deeply (demonstrate then pass the bottle around). Be sure not to get it in your eyes. Talk about sensational! Some oils, like Peppermint, are very powerful,

so we often use a carrier oil to dilute or soften the exposure. Fractionated Coconut Oil is my favorite (point/show if desired). You can also use it to calm an oil response if applied to sensitive skin or if it accidentally gets into the eyes.

I want you to have a couple of different experiences with the Peppermint. First, notice I passed it around after the Wild Orange. This was so you could layer the two oils as a blend. This combo is a terrific pick-me-up. Second, as you inhale, try doing so first with your nose and then your mouth (demonstrate). See if you can do it for 30 seconds! Notice how you feel and the sensation as you breathe! Third, you can also try rubbing a drop onto the back of your neck if you feel tense or overheated (demonstrate). And don't be afraid to even put a dab on the roof of your mouth for a great flavor (demonstrate). Let me know what you are experiencing! Who can even taste it in their mouth just because it's being passed around? That's how powerful these oils are!

Okay, that was our third cool thing about essential oils. Who can tell me the third cool thing? Reward whoever answers with a sample of another oil and share how it can be used.

Explain: dōTERRA Is Pure

Next, let's talk about why quality matters. Dr. David Hill, one of our Founding Executives and our first chief medical officer, says, "An essential oil's most important characteristic is its purity."

All essential oils are not created equal. There are three main grades of oils. The first is synthetic (point to the grey section of the pie chart). According to multiple third-party laboratory testing, most suppliers are selling products with artificial and



compromised agents. These oils lack purity and can also be harmful to the body. These include things like perfumes, laundry, and body or self-care products. You can use dōTERRA's oils on your skin, breathe them into your lungs, and even drink them. Be careful. I am not referring to any other oil grade—especially synthetic. I am only referring to dōTERRA's. Never put yourself or family at risk by using cheap, adulterated oils.

Next is food grade essential oils (point to the green section).

*Varies by season, region, year, and other variables.



Consumers are often confused into thinking there is another level of essential oil quality available in the marketplace. Products mainly employed for massage, aroma, or cosmetic use can actually contain fillers, synthetics, and other contaminants. When it comes to your wellness, purity truly matters. What goes on you or around you, goes in you.

The dōTERRA Founding Executives saw a huge gap in the marketplace for pure oils. For this reason, dōTERRA made it their mission to pursue what's pure and produce great and effective essential oils. They set a new and unprecedented standard called CPTG Certified Pure Tested Grade® (point to yellow section of the pie chart). Every batch must pass stringent inhouse and third-party testing to guarantee that no foreign contaminants or fillers exist, a standard that exceeds organic labeling requirements. dōTERRA ensures that many of their oils can be used for internal use. On every bottle of dōTERRA oil approved as a food, you will see needed information under the "Directions" section on the label.

Here's the thing, purity impacts potency. Potency relates to how effective an oil is. Where the plant grows, how it's harvested, and how it is distilled impacts its chemistry and consistency. When you use an oil, you want it to work the same way every single time. The better the quality, the better oils work with and for your body.

In summary, know this, any use of an oil is systemic. Whether synthetic or pure, oils get in you. This is the great gift of pure oils and the reason to avoid synthetics. I am here to teach you how to use only pure oils; otherwise, the things we will talk about next won't apply.

and internal (point to each as you mention them). You have already experienced at least one of these methods as we passed the oils around. With each, I'll give you the top one or two reasons for that method.

With aromatic use (point to handout), the two main reasons for this method are to clear the air, whether in you or around you, and create a certain atmosphere. Through a process called olfaction, which is a fancy way to say smell, oil molecules pass right into the limbic system in as little as 30 seconds. You had a chance to experience these fast-acting benefits moments ago when you tried Wild Orange and Peppermint. Some of my favorite ways to create an aromatic experience are to breathe an oil straight from the bottle, inhale from my palms, spray into the air, wear as a perfume, or use in a diffuser.

Point to your diffuser running during the class and share what you are diffusing and why. You could also invite someone to share a quick story about diffusing oils. Reward the one who shared with an oil sample; share how it can be used.

The second way to use oils is topical. This means applying oils directly on the skin. For example, using Deep Blue® (pass around Deep Blue® and invite to apply to an area of need) on tired areas for a soothing sensation. I also like to use oils on the bottoms of the feet. When it comes to the little ones or those with sensitive skin or health issues, as mentioned before, dilute the oils with Fractionated Coconut Oil (show bottle).

Explain: How to Use dōTERRA Essential Oils

There are three main ways to use essential oils: aromatic, topical,

This doesn't change the effectiveness; it just intentionally slows the absorption. Ask the audience and let them answer: *What do you think would be some of the best places or ways to use oils topically?* If it serves, invite someone to share a quick story about topical use. Reward the person who answered with a sample; share how it can be used.

The third way to use oils is internal. We already talked about the importance of purity, especially for internal use. This is virtually unheard of outside of dōTERRA. The CPTG® quality standard is entirely safe to ingest when a dōTERRA oil is labeled for internal use. . This is unlike virtually any other brand. What I am about to share does not mean someone should ever ingest grocery store oils! With dōTERRA, you can put them in water and drink them, or or add them to dishes or desserts as a food flavoring.

3 Identify Wellness Priorities

Explain and Invite: What Are Your Top Wellness Priorities?

Now is my favorite part of the class. You get to write down your top wellness priorities so you can discover their essential oil solutions. Earlier, I talked about how all you needed to take control of your wellness was a book and a box. Learning how to use these two things was such an important part of my journey. Fill in your own example: *I remember one day, my daughter came in crying due to a little mishap on her bike. I grabbed my reference guide, saw that Tea Tree and Frankincense were the perfect answers, and applied them. Next thing I knew, she was back outside and playing happily.*

Go ahead and write down your top three wellness priorities here on the top of page 3 (point to the top of page). Think about what you want to experience less of in your life, like low energy, poor quality sleep, or mental sluggishness. Or what you want more of: energy, uplifting environments during the day, or better digestion. To get you thinking, it seems most everyone needs extra immune support, soothing relief, and stress management. Jot down some things that we can talk about today.

Next, before we start matching solutions to your list, let's set you up to find them. Look at the cabinet page (point). Notice the shelves are organized by topics. The bottom shelf represents the choice to create daily habits—because the little choices we make each day make all the difference in creating an overall sense of well-being. The middle shelf invites us to be refreshed more often with regular self-care. And the top shelf helps us have solutions on hand to be prepared for anything.

1. WHAT ARE YOUR TOP HEALTH PRIORITIES?	
I want to feel less:	I want to feel more!
①	①
②	②
③	③



Think back to our triangles on the first page. Imagine they fit across this page. Imagine or even draw the first one, where the top is wider and focused on management. Well, that is your top shelf where you have solutions of intervention. For example, say you were out in the sun a few too many hours and now need some Lavender. Well, there it is (point)! Or

you sat at your desk all day, and Wintergreen is the perfect way to help. Maybe after a long trip you need an energizing aroma with the On Guard® oil. There you go (point). Or the neighbor mows their lawn, and Easy Air® helps provide a calming aroma. Stuff happens, and being prepared to handle it is a crucial choice.

Now think of the other triangle, wider on the bottom, with a focus on intentional habits that meet the root needs of the body. By engaging in good practices, we see better results day in and day out. No matter what you put on your list of priorities, daily habits will likely be one of the most important answers. Share your own example: *My daughter is a great example. She used ZenGest® multiple times a day (point). Then she discovered ZenGest® Softgels (point). By making it a habit to take it with meals, ZenGest® for her is now only for occasional use.*

Okay, the middle shelf is what I like to call the swing shelf. Whether you choose to use Deep Blue® (point) before and after every workout or wait you have a specific need, the choice is yours. Wait until nighttime is a challenge and then start diffusing dōTERRA Serenity® (point)? Or make it a habit every night. Oh! And know this! dōTERRA has the best On Guard® Mist and foaming hand wash (point). These have become a staple for everyone.

The cabinet is inviting you to ask yourself, "Do I regularly use bottom shelf habits because I am committed to a quality of life? Or do I tend to wait and find myself trying to put out fires with top-shelf reaches, wishing persistent situations would just go away?" The bottom shelf is how we earn our health. The top shelf is how we address what is happening in the moment. And the middle shelf goes both ways!

4 Discover Solutions

- Invite attendees to share a few priorities.
- Show how solutions can easily be found using their new understanding of what each shelf represents.
- Demonstrate how to use a reference guide by looking up one of the priorities someone shared. Also show them how to look up oils they're curious about and how to find protocols.
- During this portion of class, pass around essential oils as they are suggested as potential solutions while you or others briefly share a success story.



In every class, find the right time to bring up the dōTERRA Lifelong Vitality® Convenience Pack (e.g., when someone asks about how to promote overall wellness) and highlight the targeted benefits of each supplement within the Convenience Pack, packaged together for easy accessibility. Share how these products are foundational when seeking most any kind of solution. As priorities are shared, listen for one where dōTERRA Lifelong Vitality Convenience Pack would be a great answer. Invite a testimonial from a current user when possible. Share how it's dōTERRA's top selling product with a 30-day money back guarantee. Highlight the value of positively impacting by providing a full spectrum of vital building blocks to promote energy, wellness and vitality.

Microplex VMz™ (NPN 80075879), Alpha CRS® (NPN 80082975), xEO Mega® (NPN 80074456)



Now, let's look back at page 3 where you wrote down your wellness priorities. Who would like to go first and share so we can help you solve as a group? . . . Choose a volunteer. Great! Thank you! What is one of your priorities? . . . Okay, so you want to work on _____. Perfect. Okay everyone, let's give her some suggestions.

As you look over the cabinet, what solutions do you see that could work for her need? . . . Yes! That is a great idea! And here's why. _____. Okay, anyone else have a suggestion? Yes, go ahead and share . . . I love that idea! Share a brief example of how each possibility helped you or someone else you know or allow a testimonial to be shared. This process can be repeated over and over again for about 10–15 minutes.

What makes this segment of your class the most powerful for your attendees is three things:

- **Solutions finding.** They see how easy it is to find solutions. One, using the lifestyle framework of the cabinet shelves. Two, using the oil suggestions and bullets listed in the middle of page 3. Three, they get to hear ideas from their classmates. The minute anyone other than the presenter is coming up with suggestions is when each person thinks to themselves "I want to try that!"
- **Social proof.** Testimonials are a powerful way for attendees to benefit from the experiences of those who use oils already or have tried a sample and share that the oils work!
- **Reference guide.** Showing how to look up a wellness priority or an oil someone is curious about in a reference guide is a very important part of your class for two reasons. One, they'll be doing this after class to help them choose a collection and place their first order. Two, it shows them how easy it is to find solutions on their own in the future.

The most important thing for your attendees to now know is that essential oils provide powerful solutions for themselves and their family. The next step is to help them understand the three ways people get started. *Now that we have had the opportunity to identify some top solutions for your priorities, let's talk about how to get you started.*



5 Invite to Change Lives

- Identify the three types of people: customers, sharers, and builders.
- Share dōTERRA's mission to change the world (Cō-Impact Sourcing®, dōTERRA Healing Hands Foundation Canada®)



3 Types of People—Who Will They Share With?

Use the following scripts to help prospects choose their path for enrollment and to guide you in placing them in your organization, based on who they want to share with.



Use these column scripts during the presentation and point to each section as you go along.

Use these scripts after the presentation when helping each person one-on-one.

Whose Lives Do You Want to Change?

We've found there are three types of people we serve.

Support Their Choice

Recommended Enrollment

Customer

The first type of person is excited to live a holistic lifestyle. When they learn about the power of essential oils, they can't wait to share the products with their family. dōTERRA supports this type of person by providing free essential oil education and a generous customer loyalty reward program.

Live

- Invite them to change their own lives.
- Give a *Live* guide to every enrollee for their upcoming Wellness Consult. Everyone is a customer!
- Schedule a Wellness Consult within a few days of receiving their collection.

Wholesale Customer
Collection of their choice
Let's find the collection that's best for you and yours.

Sharer

The second type of person is sitting here, thinking, "Oh, my mother needs these oils!" Or, "I want my friend to learn about this." These people naturally want to share what they love. dōTERRA supports this type of person by rewarding those who share the products. As these people share over time, they can earn enough to pay for the oils they purchase each month. There are millions of people all over the world who are currently receiving essential oils this way from dōTERRA.

Share

- Invite them to change others' lives by hosting a class.
- Give a *Share* guide to those who booked to host a class.
- Schedule an Intro to Share within a few days.

Wellness Advocate
Healthy Essentials or Healthy Habits Collection
Let's find the collection that's best for you and yours and also allows you to share with those you love and make a difference in their lives.

Builder

The third type of person has been listening to me and thinking, "That's what I want to do! I want to change people's lives by educating them about the power of essential oils." dōTERRA rewards this type of person through an incredibly generous compensation plan. As these people educate others about the power of essential oils, they can earn enough to supplement their income and experience more control over their time and finances.

Build

- Invite them to change their future and make a difference.
- Give a *Build* guide to those interested in the business.
- Schedule an Intro to Build within a few days.

Wellness Advocate
Nature's Solutions Collection
I recommend investing in a Nature's Solutions Collection. It's important to experience a number of different dōTERRA products as well as have extra to share samples. Then others will want to do what you did.

One more very special thing for everyone to know about dōTERRA is every time you purchase your oils, you are also changing and blessing lives around the globe. Through dōTERRA Cō-Impact Sourcing and dōTERRA Healing Hands Foundation Canada initiatives, dōTERRA partners with a vast network of growers and their families, making a huge difference in their lives and opportunities.

Enroll Successfully

The only way to truly change lives and change your future is by getting dōTERRA essential oils into the homes of your prospects.

Assume they have come to your presentation because they are drawn to what you have to offer. If you have prepared them prior to coming, they are more likely to buy. Confidently invite attendees to take the next step: take control of their own wellness by enrolling with a collection. There are three ways to purchase dōTERRA essential oils. Guide each on choosing the best option for them.



6 3 Ways to Buy

Teach that there are three ways to buy: retail, wholesale, or below wholesale.

Now that you understand your options for getting started, let's talk more about how to get these amazing solutions into your home.

Retail

The first way is retail. This is, of course, the most expensive way to buy and is more typical in a retail setting. It is a great option for someone making a one-time purchase.

Wholesale

The second way to buy is wholesale. Similar to having a Costco annual membership, it gives you access to great products at lower prices. With dōTERRA, a wholesale membership allows you to purchase at 25% below retail.

Below Wholesale

The third—and the only way I buy my oils—is below wholesale. This is the smartest way to purchase your oils. Let me explain.

Collection Options

Share a few details regarding collection options and invite to enroll.

After learning about the power of essential oils and their positive impact, you might be thinking, "Wow, this is even better than I imagined!" dōTERRA truly wants to support you in living a holistic lifestyle with essential oils for both daily wellness and having some on hand to easily care for needs when they arise. That means you're going to need more than just one bottle.

Knowing that, dōTERRA creates collection that are cheaper than buying the oils individually. They've put together some wonderfully well-thought-out combinations, and then further discount those products, making your wholesale membership completely free when you buy a prepackaged collection. This gets you started buying below wholesale right away, so you save even more. If you add up the cost of all the products in any collection, the collection will always be less expensive. And, again, your membership then becomes free. Let's take a look at the collections (give out the Wholesale Customer Order Form).

Briefly introduce the collections, or collections most appropriate for your class. The following scripts model what to say and how to compare collections to help with decision-making. *Here are the most popular collections to get you started. Let me tell you a few things about them* (point to a collection while highlighting its benefits).

Nature's Solutions Collection is my favorite. It is a true lifestyle collection with everything you saw in the cabinet (point to page 2 of the class handout). Just like we talked about, it covers preparedness with the most important oils, self-care with a great diffuser and the On Guard® products, and daily wellness habits with amazing digestive enzymes (NPN 80077027 TerraZyme®) and the dōTERRA Lifelong Vitality® Convenience Pack supplements. This collection saves you over \$253.75 off the wholesale price, so it's by far the most cost-effective way to get started.

- *The Healthy Habits collection is like a mini lifestyle collection. It includes the dōTERRA Lifelong Vitality Convenience Pack, digestive supplements, and all the oils used as part of a daily routine and it's \$250.*
- *The FamilyCare Collection comes with 10 of the top oils, many of which we talked about, and a lovely diffuser, all for only \$390.*
- *The Healthy Start Collection is more of a sample or travel size with 85 drops per bottle of the top 10 oils for \$195. Notice the Family Care Collection has the same oils, but with 250 drops per bottle—triple the amount of oil for less than twice the price.*
- *The Aroma Essentials Collection is designed to give you lots of options to use with this beautiful diffuser as well as for personal and household wellness. You have great options. We are here to help you choose the collection that's best for you and your family.*

All prices are shown in CAD

Book Classes from Classes

Grow your network by inviting your attendees to host a class of their own. Set a goal to book two classes from every class taught.



During our time together, you've likely thought of people you know who would benefit from this same experience. If you'd like to host your own gathering, see one of us after. And if you book tonight, you take home this keychain! Show keychain.

This is my keychain. It holds my eight on-the-go essential oils. I love it because no matter where I am, I have my solutions with me. If one of my family members needs a pleasant aroma while traveling, I can quickly use ZenGest®. If the kids are going crazy, Lavender is at my fingertips to help provide a calming aroma.

When out to eat, I drop On Guard® onto the hands of my family members to clean up before eating. There's really no end to how I regularly use my oils. This little case has become one of my most favorite possessions. Everyone needs one of these to access solutions wherever they go. Who would like to take one home? Everyone raises their hands.

So here's the thing—you're actually not going to purchase this from me. You earn it as a reward. If any of you would like me or _____ to come teach a fun class like what we did today, I'll/we'll send you home with one of these. Here's how this works:

You get an empty keychain when you book a class here today. We can decide later on a date that works for both of us (or have a calendar available to sign up). When you host your class, for every person you've invited who comes, I'll fill an oil vial in your keychain with one of the basic oils! So if you have four people come, I'll fill four of those little vials. Have eight people come, I'll fill the whole thing!

7 Invite to Enroll

Before we end, I want to share with you the reason I take time to teach others about the power of essential oils.

- End the class by sharing a powerful testimonial. This should be one of your most emotional, highest impact experiences with essential oils. Share authentically and from your heart. Conclude with how this motivated you to share with others.
- Share enrollment incentives and/or dōTERRA promos. *Enroll today and get a free Wild Orange.* Be clear and concise. The confused mind says no. Avoid an excess number of offers.
- Invite guests to use a reference guide to look up solutions for the wellness priorities they listed on page 3.
- Let them know they can add any additional items needed or wanted to their initial order (or their first LRP order).



- Instruct how to fill out enrollment forms, explain Wholesale Customer versus Wellness Advocate. Enroll most everyone as a Wholesale Customer and those who want to share or build as a Wellness Advocate.

Enjoy the essential oil-infused refreshments. If you have any questions, ___ and I will be coming around to help you decide what collection is best for you and your family and answer any questions you may have. Pass out the reference guides. Have enough to match the number of attendees.

Individual Attention

You need at least 15 to 20 minutes after class to help everyone choose their collections. Have each person look up their top concerns in a reference guide. The first person you want to help is the one who has to leave first. Kneel next to each person (don't hover) and ask, *What are we working on?*

Review their priorities and see what products they wrote down that they think they need based on what they found in a reference guide. Be sure they included common oils for each priority. Then suggest the collection that best fits their needs. *Here's what we're going to do: I suggest you start with the _____ Collection. It has (name products), just what you need to start addressing your _____.* Share what you love about the collection you feel is best.

Don't oversell or push. Instead, truly help them rise to best match their needs by confidently connecting everything back to their priorities and how the collection provides specific support. Assume they have come prepared to buy and want to support their wellness. *So I'm going to let you work on filling out this enrollment form (show them where to write) while I help a few other people. Then I'll come back and check on you.*

The best time to schedule a Wellness Consult is at the time of enrollment. The best time for a consult is after the first order arrives. Use the script provided on page 69 in the second column to book.

Follow up within 48 hours to assist those who did not yet enroll. Remind them of any relevant special offers. *I'm glad you were able to join us at the class! What did you enjoy the most? How do you feel the oils can best help you and your family? What collection best fits your needs? What questions do you have? Is now a good time to walk you through how to get started?* Enrollments are often the result of 3–5 interactions. Those who did not enroll at the class may need more experiences before they are ready.

Consider generating a link (in your back office) for each of the enrollment collections. Then, save those links so they are ready to share when enrolling. Each enroller needs to create their own links to share with their individual attendees.

Option: Invite attendees to stay (after providing time for enrollments) and learn more about sharing dōTERRA products with a brief Intro to Build. See page 87–88 for details.

Top Enrolling Tips

- Overcome objections as needed:
 - Not sure what collection to order:** *What are you working on?* Look over their priorities. Invite them to find solutions in a reference guide. *What collection would best meet your needs?* Offer suggestions. *If I were you, I would enroll with the _____ Collection because. . .*
 - Financial concerns:** *Would you like to host a class so you can earn the money to get the collection you really want?*
 - Other concerns:** *What factors are you considering?* Listen, then address desires and concerns. Offer suggestions. Help them choose a collection.
- No matter which presentation format, use one of the following methods to enroll your new customers right away or within 48 hours:
 - 1 Have your prospects give you their filled-out order form or text or email you a picture.
 - 2 Gather their enrollment information over the phone.
 - 3 Send them a link to a preloaded cart, generated from your back office.

Placement Strategy

The successful placement of your new enrollees is critical to getting paid, rank advancement, and long-term success.

Establish clear expectations to safeguard relationships, as some choose their path right away and others take time to choose to go beyond being a customer.

14-Day Follow-Up

You are given a 14-day window to support new members you enroll. Use their first 14 days and their Wellness Consult as the time to learn more about their interests and desires, and then make better placement decisions. Consult your upline for support and strategy.

Your engagement with your new enrollees is critical to their long-term success. Use these placement strategies to guide your follow-up activities. To truly change lives, think of these first 14 days of their membership as the time you “pay” the price to ensure your business success—and all it costs you is a little bit of your time to show you care. By modeling this support, your builders are more inclined to do the same.

Discover Their Pathway

Understand the three pathways below so you can effectively discover which one interests each enrollee after they experience a presentation or a Wellness Consult. Use the following to help determine where to best place them. Choose long-term vision and success over short-term needs by placing people where they will best thrive and be supported. Refer to page 108 for greater details on the following roles.

Customer

- Primary interest is in using the products for personal wellness and the wellness of their family.
- Enrolls as a Wholesale Customer.
- May or may not be on LRP.

Sharer

- Wants to share with others by hosting a class or one-on-one(s).
- Enrolls as a Wholesale Customer or—in order to enroll others and receive commissions—enrolls as a Wellness Advocate.
- Is on LRP with a 100+ PV order.

Builder

- Wants to create income.
- Enrolls as a Wellness Advocate.
- Commits to a 100+ PV LRP sales monthly to receive commissions.
- Probably has a higher number of tally marks when considering the qualities of a successful builder as listed on page 16 of this guide.

Identify What Kind of Builder

The placement of builders on your team is crucial for long-term success. Place builders who are committed *and* capable on your first level. Consider putting builders who are either committed *or* capable on your second level.

- **Committed:** Follows and completes the 5 Steps to Success.
- **Capable:** Enrolls a builder on their own in their first 14 days of committing to build.



What Is Your Role?

Enroller

- Usually the person who brought an enrollee to dōTERRA. (Whose contact is it? Who invited them?)
- Receives Fast Start Bonuses on the new enrollee's purchases for the first 60 days after enrollment to help train the enrollee to sell products.
- Works with Sponsor (if different) to predetermine who will do the Wellness Consult, follow-up, and provide ongoing support.
- Enrollee counts for enroller's rank advancement (one per physical leg) but does not have to be on the frontline of that leg.
- Always keep enrollership of your enrollees until it makes sense to transfer it to their Sponsor or another builder for rank advancement and long-term building strategies.

Sponsor

- Person under whom the enrollee is directly placed (also referred to as their direct upline).
- Benefits from Power of 3 Sales Bonus and Unilevel Bonuses.
- Assists with the Wellness Consult and other follow-up needs (depending on arrangements made).

An enroller can change a new enrollee's sponsorship once during his or her first 14 days of enrollment via the back office.

To change someone's sponsor in the first 14 days:
doterra.com > Back Office > Team > Sponsor Changes

Where Should You Place Them?

Place new enrollees where they will best grow and be supported. Add builders as you find them. The pace of building team structure varies. Depending on when your builders or business partners are enrolled and engage determines the rate at which you launch each new leg. For example, some start with one builder and grow from there, while others may start with three. Perhaps they began with a larger network or previously established relationships.

Find Three

Ideally, you want to find three builders during your launch process. Continue to refer back to your *Names List* and *Success Tracker* to reach out to those you identified as potential builders. As it can take multiple interactions and experiences to qualify committed builders (which is why utilizing the 14-day follow-up window is critical), use the strategy below to help support your Power of 3 Sales Bonus and future rank goals structuring. Consider placing one or two customers on your frontline to support needed volume for your Power of 3 Sales Bonus qualifications.

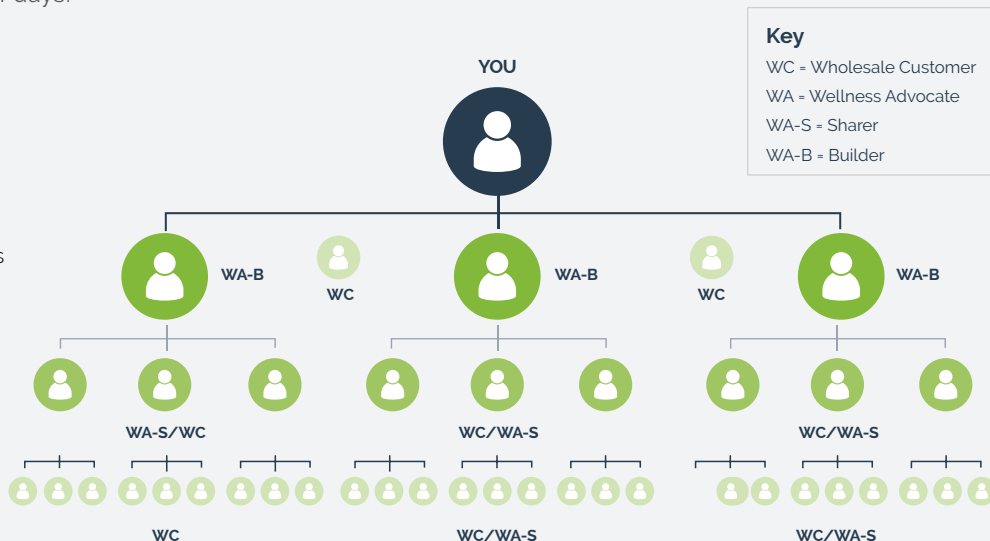
1. Enroll your business partners.
2. Place them, choosing long-term vision and success over short-term needs.
3. Move, if needed, within 14 days.

Ideal Structure

Level 1: Your Business Partners
(Committed and Capable)

Level 2: Builders and Sharers
(Committed and Capable)

Level 3: Customers+





Top Placement Tips

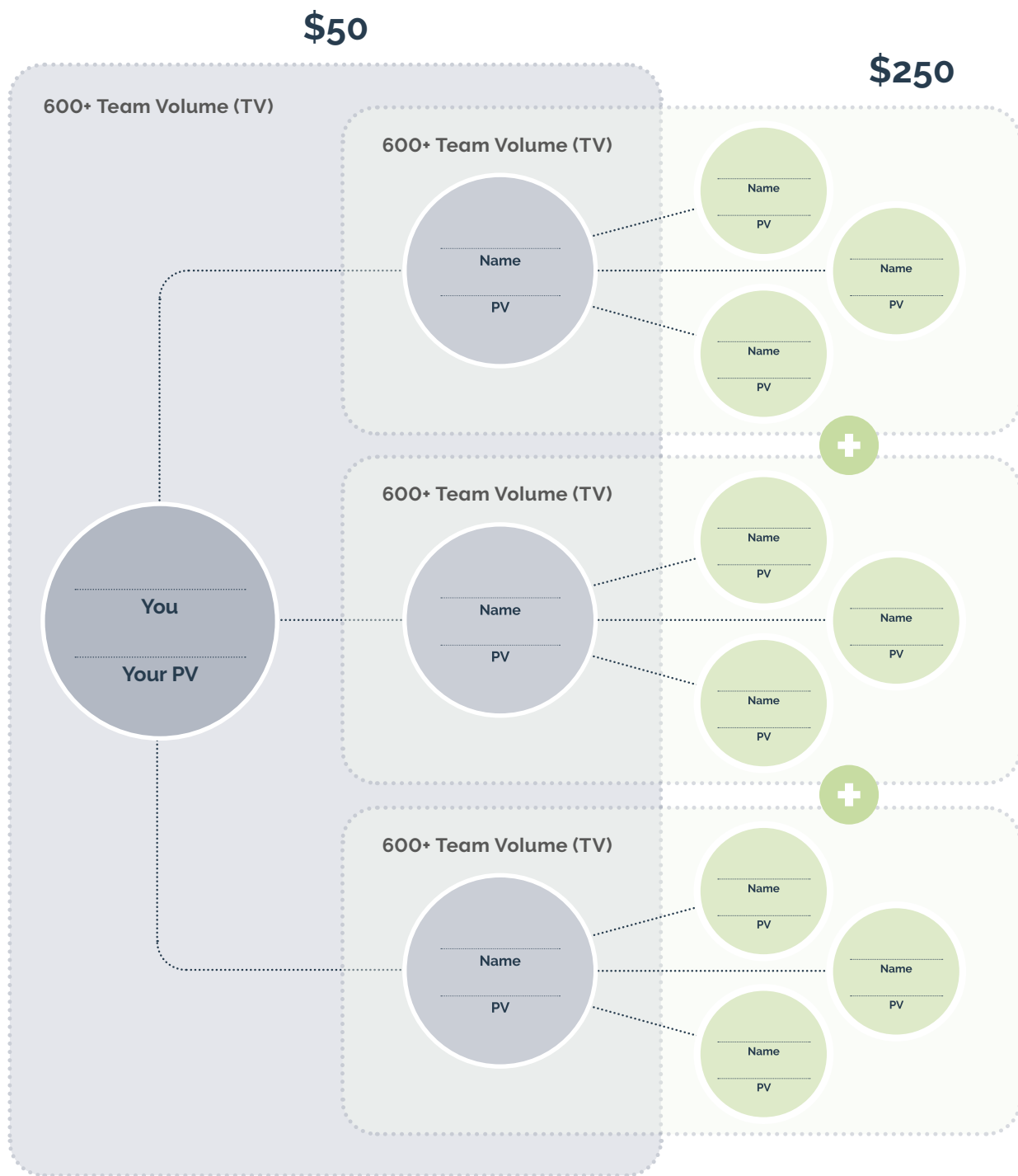
- **Place your customers on a leg where they may have similar interests with a sponsor or would connect well with others they already know or live near.** Based on the different columns of your *Names List* (pgs. 15–16), find ways to place people where they can best support each other. You could create a family leg, a common friend's leg, location leg, or a niche leg.
- **As you continue to enroll, consider placing some of your enrollments under committed and capable builders who are actively enrolling and supporting their team and customers.** Supporting them in reaching their goals can help you reach yours. However, placing under "potential" builders often ends in frustration. It is highly recommended that you maintain enrollership on your enrollees until it is earned by the new sponsor. In the event they don't actually perform as promised, you will still have the option to grow your enrollment as your own qualifying leg or have the potential to later move them.
- **If you haven't yet found a committed builder for a leg, do the best you can to choose someone (like a trusted family member) that you could swap out for a qualified builder/business partner later.**
- **Remember the following in regard to Wholesale Customers:**
 - You can move or upgrade them within 14 days of enrollment if their placement is better suited elsewhere.
 - They can upgrade themselves to a Wellness Advocate (WA) in their back office.
 - If they decide to upgrade to a WA after their first 14 days, their sponsorship placement remains the same.
 - If you want to change their placement (after their first 14 days), their WA upgrade must occur 90+ days after enrollment. Once upgraded, in order to qualify for a sponsor change, they must enroll a customer with a minimum of 100 PV. If you want to change their placement after their first 14 days, the WA upgrade must occur at 90+ days after enrollment. Once upgraded, in order to qualify for a sponsor change, they must enroll a customer with 100 PV within 14 days of upgrading. You then have 14 days from the date of this enrollment to decide where to move them and their new enrollee.

For placement changes or questions, refer to [Team Tab > Placements](#) in your back office, your upline, or dōTERRA's Business Advancement team at 801-370-2140 or businessadvancement@doterra.com. Requested moves and changes can also be sent to placements@doterra.com.

Power of 3 Sales Bonus Planner

As you structure your team for future rank achievements with your business partners and their business partners, you are naturally working toward your Power of 3 Sales Bonus \$250 bonus. To do so, achieve 600+ Team Volume (TV) per four person box (also includes any other volume for each level). Each of the four persons need a minimum 100 PV LRP order to qualify you on that level.

When you are ready to build toward your Power of 3 Sales Bonus \$1500 bonus, use the planner at doterra.com > *Empowered Success* > *Tools Library*.





GOTERRA

ALPHA
CRS+

100 CAPSULES

Address Card

All-in-One



Support

Empower with Solutions

By the end of the Support step, you will know how to conduct Wellness Consults, get your customers on LRP, retain them by providing personable communications and continuing education opportunities, and invite them to share and build.

No matter your product, ultimately you are in the education business. Your customers need to be constantly educated . . . and taught how to make never-ending improvements in their lives.

Robert G. Allen

Onboard Customers

Customers make up the majority of every team's volume. The relationship your customers have with dōTERRA is fostered by their relationship with you.

Seek to serve the needs of your new enrollees and earn the right to keep them as customers going forward.

Establish a culture of service, love, and appreciation from the beginning by offering your customers Wellness Consults as their gateway to establishing long-term dōTERRA habits.

Ideal Timeline

Below is an ideal pace for onboarding your customers. Adjust as needed to meet individuals needs. Use this effective follow-up process to support each new enrollee. Pay attention to your 14-day move window to change the placement of any new enrollee as needed or desired. Duplication begins by engaging in timely follow-up with your own enrollees, and then continues as your builders learn to do the same.

Enroll



While waiting for their kit to arrive

- Send a welcome letter, and/or onboard text or email sequence or drip campaign.
- Schedule Wellness Consult when they enroll and excitement is high. Set for shortly after their collection will arrive. Give Live guide at time of scheduling.

Because you're investing in your wellness, I want to invest in you and give you some best tips on how to use your new products. I don't want you to ever buy something and not know how to use it. What you need most is to know how to put your products to work so you get the results you want.

So, our next step is an important one. Let's set up a call for 30 minutes within about three days of your products arriving. You will walk away from the call with a Wellness Plan that addresses your top wellness priorities, know how to order and receive bonus products, and learn how to find solutions anytime. How does that sound?...

Great! I have Wednesday at 1:00 or Thursday evening after dinner open. Which is better for you?

Add to contact management app

- Text/email essential oil tips.

Day before Wellness Consult

- Text reminder: *I'm so excited to dial in together on your 90-day plan to support your wellness priorities! In preparation for our call, you'll want to watch the first video at the top of this page: tiny.cc/daily-wellness. It's just over 10 minutes and will help make the most of our time together.*

Wellness Consult

(see pg. 71)

Ideally, about 3 days after their products have arrived, conduct a Wellness Consult (30–60 mins.) to help every new member:

- Connect products to wellness priorities.
- Integrate dōTERRA into their lifestyle.
- Set up a Daily Wellness Plan.
- Maximize membership through LRP.
- Log in and learn how to place and change orders.
- Connect to resources and community.
- Invite to share and build:
 - Stir interest in hosting rewards.
 - Share how to earn products for free or create an additional income.

Track interest and make any needed 14-day moves.

Top Tips

- A financial pipeline is the result of caring enough to change lives—not just once, but continually.
- Remember every member of your team is a customer.
- Take care to authentically and consistently connect with your customers and empower them to meet their own needs.
- Keep engagement high by sharing how dōTERRA products support reaching wellness goals and living an empowered life.
- Build trusting relationships by keeping your word and completing the follow-up activities within the timeframe promised.
- Use a proven system to track customers and reminders.

Every month

- Communicate about specials and incentives.
- Share tips and new product announcements.
- Promote continuing education and provide drip campaigns (see pages 73-74).

My customers love being in the know about promotions and essential oil education. Would you like me to add you to my VIP Customer List?

Periodically

(Every 30-90 days):

- Make customer support calls.
- Offer a follow-up Wellness Consult to re-evaluate Daily Wellness Plan and ensure positive experiences.
- Connect to wellness lifestyle education that grows confidence and product knowledge.
- If no order is placed in 60 days, reach out (see suggestions pgs. 75-78).

Invite to host & build

With experience, customers naturally build belief in dōTERRA and the products, growing in their desire and willingness to share what they love. Some will emerge as hosts and builders when invited to expand their involvement.

Healthy Customer Community

Wellness Consult

1 Intro Lifestyle▶

- ✓ Provide a *Live* guide (give, mail, or email).
- ✓ Answer any questions about the products they have.
- ✓ Have them rate themselves on page 3 of the *Live* guide.
- ✓ Quickly expose them to the dōTERRA lifestyle.
- ✓ Invite them to create their wish list.



Offer a reference guide as a gift for setting up a first LRP order at 125+ PV before 15th of the next month.

2 Wellness Consult▶

- ✓ Discuss wellness priorities and suggest dōTERRA solutions.
- ✓ Brainstorm their 90-day plan and next three loyalty rewards orders.
- ✓ Get them excited about receiving their wellness delivered at the best price with LRP.
- ✓ Show how to log in to the back office to set up their first LRP order and adjust future orders.



Consult plan found on page 16 of the Live guide.

3 Connect to Resources

- ✓ Recommend your favorite reference guide and app.
- ✓ Introduce to dōTERRA support, online education, and social media platforms.
- ✓ Invite to Continuing Ed. (see pgs. 73–74 of this guide).
- ✓ Invite to team and community groups.
- ✓ Invite them to share and build (give them *Share* and/or *Build* guides and book an Intro to Host or Intro to Build, depending on their interests).



Are you interested in earning free products or even an extra source of income with dōTERRA? The best way to get started is by hosting a class. I'd love to partner with you to share dōTERRA with those you care about!

Don't have a Live guide? Download additional Wellness Consult Forms at [doterra.com](https://www.doterra.com) > Empowered Success > Tools Library.





Resolve Concerns

If customers bring up concerns about products that didn't give them the results they hoped for, listen and then make suggestions like the ones below or give ideas on how to adjust the amount of essential oils or methods they use to better achieve their desired results. Use the following tips to help them have a positive experience:

Need More Essential Oils

Try small amounts of essential oils more frequently. For other concerns, try using your solution(s) at least 1-3 times per day for a month or longer until desired results are achieved or to re-evaluate progress. Some things simply take time to improve. And others require additional steps to achieve optimal results

Something Blocking Effects

Reduce the consumption of or exposure to harmful or synthetic substances and anti-nutrients like sugar, caffeine, or processed foods. Any of these can weaken immunity and distract the body's energy away from health projects. Dehydration, high levels of stress, and lack of sleep can also have a major impact on results. If you haven't done so already, be sure to add the dōTERRA Lifelong Vitality® Convenience Pack of products to your wellness routine.

Try a Different Solution

What works for one person may not work for another. Everybody is different, and the ability to cater to that is one of the greatest advantages of essential oil use. Try different things until the right solutions are found. Also consider the roots of your overall wellness. What we think and believe both indirectly and directly impacts our biological processes.

Continuing Education

After Onboarding Customers

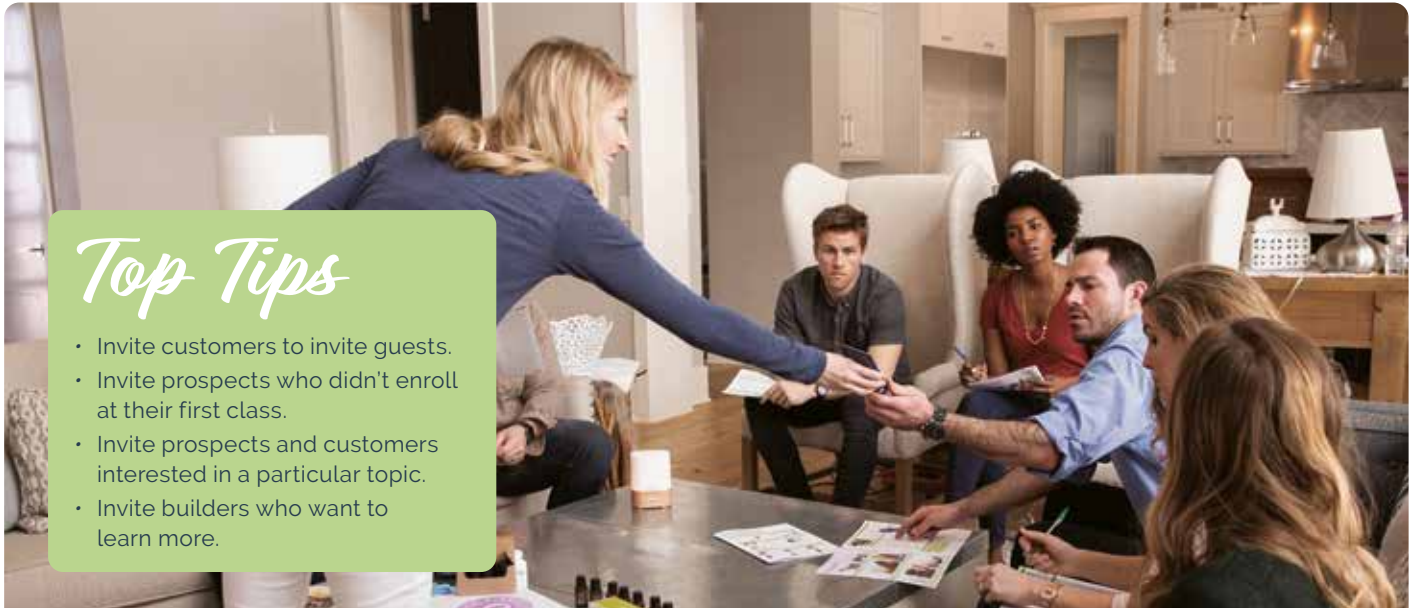
Connect customers to education that grows confidence, experience, and knowledge. When you help them find value in their products, the power of living a dōTERRA lifestyle, and maximizing their membership, you retain more customers. Continuing education can occur online, in person, or in a recorded format.

Why Continuing Ed?

- Build belief in products
- Change lives
- Encourage consistent LRP ordering
- Create a desire to share and build
- Grow your team

Top Tips

- Invite customers to invite guests.
- Invite prospects who didn't enroll at their first class.
- Invite prospects and customers interested in a particular topic.
- Invite builders who want to learn more.



Classes

Use continuing education classes provided by your upline or start holding your own. After Wellness Consults, the *Live* guide continues to be an excellent handout for ongoing lifestyle education. It provides a premade series of classes. At the beginning of each class, introduce the topic as it relates to the Wellness Lifestyle Pyramid, then use the corresponding pages for reference.

Potential Topics:

- Daily Health Habits with LLV
- Cooking with Essential Oils
- Children's Wellness
- Optimizing Weight
- Living with Energy & Vitality
- Exercise & Movement
- Create Restful Sleep Routine
- Non-Synthetic Skin, Hair, and Body Care
-



- Green Cleaning
- Be Prepared for Anythin

Specialty Classes:

Offer classes on additional lifestyle topics of interests.

- Back to School
- Mommy & Baby
- Winter Make & Take
- Oils for Pets
- Facial & Spa Care
- Intimacy
- Gym Bag Makeover
- Essential Oils in Professional Settings

Group Wellness Consults

Conducting group Wellness Consults can be a way to serve a higher number of enrollees in less time. A video that shares the basics could be sent out in advance so time is dedicated to Q&A and supporting attendees in setting up Daily Wellness Plans and 90-day wish lists.

- Attendance is often higher with a video call or phone-in option versus in-person.
- Invite each person to have access to their products during the conversation.
- Cover the steps listed on page 71.
- Consider offering some kind of incentive for attending or bringing a guest or spouse.



Online Resources

Team

Use the superb product education provided for you and your customers by your upline until its time for you to provide your own, usually at a higher rank like Gold or Platinum, when you have your own leader builders to work with. Team education is typically offered as a weekly Zoom call or Facebook Live, or available on a team website.

dōTERRA

Share and promote what's at [doterra.com](https://www.doterra.com):

[Our story](#) > [About Essential Oils](#)

- What is an Essential Oil
- How to Use Essential Oils
- Essential Oil Safety
- CPTG® Quality Control



Essential Oil User Gatherings

Invite customers to get together and experience a sense of community, while also exploring creative ways to use their oils and products. Keep it fun and simple. Invite attendees to share experiences, favorite tips, and recipes. Look things up together with the help of an essential oil reference guide. Consider a reoccurring monthly or quarterly event, either at the same location or with rotating hosts.



Nurture Customers

Cultivate a vibrant community of essential oil users. One of the best ways to grow your team is to take care of those already enrolled—a gold mine waiting to be inspired. People love environments of shared values where they can learn and grow together.

Filling gaps in customer experiences is a powerful way to support their long-term wellness goals. Consider those in your care and look in your back office and assess where needs might exist. Look for those, for example, who have stopped ordering or never placed a second order. Use one or more of the following scripts to help focus customer support conversations. Chat at first to establish a connection. Most importantly, ask questions to discover unmet needs.

Discover Needs

- Don't know how to use their products.
- Have yet to experience a difference.
- Don't know how to order online or about LRP.
- Have never had a Wellness Consult.
- Don't know about other products that can serve them.
- Need additional ideas for health priorities.

Follow-Up Call

1 Connect & Discover

Hi, this is _____, your dōTERRA Wellness Advocate. I wanted to call and thank you for being a loyal customer and check in...

A. Answer questions and offer solutions:

... to see if you have any specific questions about how to use your products or have any wellness priorities you are hoping to solve right now? Listen and offer relevant solutions or look things up together using a reference guide.

B. Follow up on progress and offer solutions:

... I would love to hear how you are enjoying your products and what is working for you! Affirm their positive experiences, and relate other suggestions to their needs.

A. I love ZenGest® too! Have you tried the softgels as well?

B. It sounds like your kids love Lavender at bedtime! Have you ever thought of getting a diffuser for each bedroom so you can cater to the different needs of each family member?

C. I love how you use Deep Blue® with your clients! I bet they love it! I've noticed a lot of other massage therapists successfully use AromaTouch® and Balance® as well!

2 Add Value

Use **Add-On Scripts** as desired (see the next page).

3 Wrap Up

Okay, great! I loved the time to connect today and getting to know you better! I have written down here that I am going to _____ (e.g., text a link) and make sure you get _____ (e.g., to join our FB group). Please feel free to reach out to me directly with any questions!

Know Your Retention Rate

Track your personal and team customer activity and retention rate in your back office:

My Office > Quick Reports

Wellness Advocate Services > Genealogy > Summary Genealogy

The fortune is in the follow-up.

Michael Clouse

Add-On Scripts

Community Invite

Also, I thought of you because we have an amazing _____ (e.g., Facebook) community where you can ask questions and access amazing education, as well as get notifications of events and product specials. I would love to add you . . .

Continuing Ed Invite

Also, I wanted to offer you the opportunity to join our wellness education series. Each class focuses on a specific topic, featuring how to use related dōTERRA essential oils and products.

A. We gather every _____ at _____ (e.g., Tues at 7pm) for a Zoom call. I'll send you the link. Or at _____ (e.g., my home).

B. We broadcast live every _____ at _____ (e.g., Weds. at 7pm) from our essential oil enthusiasts FB group called _____. Makes it super easy as well to catch recordings. I'll text you a link so you can register. Do you have a topic you are interested in now? I could share a class with you right away!

C. We keep it all online so you can access all the classes anytime. Just go to our _____ (e.g., team website or FB group), and it's under _____ (e.g., _____ tab or Guides). I'll send you a link. Do you have a topic you are interested in right away that I can send you to?

Offer Promotions & Incentives

*A. Also, I wanted to be sure and share with you about an exciting offer! By placing a minimum _____ (e.g., 200 PV) order this month by the _____ (e.g., 15th, 30th), you will receive a _____ (e.g., a dōTERRA special or your own)! If a commitment is given, *Okay, I have down here you are going to place your order by the 15th so you can get your free _____! Did I miss anything?**

*B. Also, dōTERRA is offering something amazing this week only: _____ (e.g., BOGOs). A few details are. . . . To make it super simple, I can send you a link _____ (see Link Generator under Account Profile in back office) *that takes you right to the offer* _____ (e.g., Mystery BOGO Box, each day's BOGO). *Then you can add anything else from there.**

*C. Also, I am offering a free gift _____ (e.g., an essential oil or AromaTouch® Technique session) *to any of my customers who place a 100+ PV loyalty order this month in appreciation for your continuing trust. Is that something you would use or enjoy? . . . Great! I'll send a coupon to you right away with those details.**

Invite to Share and Build

A. Also, I know how much you love using your products, and and I bet you've thought of others who would benefit from them too. Would you consider hosting a class and would you like to receive a nice gift for doing so?

B. Also, I just came back from _____ (e.g., event, class, convention), and I could not get you off my mind! I was surrounded by such purpose-driven people and could so see you as part of it all. I would love to make time to chat.

C. Also, I keep thinking of you! You remind me of the amazing people I work with in this mission of spreading the good news of _____ (such as your mission or message) with dōTERRA essential oils. Would you be open to taking a look at this incredible opportunity to change lives?

Top Tips

Use Offers to Create Urgency

An excellent way to increase LRP orders from both active or less active customers is to consistently notify customers of promotions and incentives offered by dōTERRA, your upline, or you. Results can be even better if you match offers to customers' interests or invite them to try a new product.

Consider targeting incentives where you need volume or enrollments most for advancement. Collaborate with your upline as needed.

- *Haven't ordered for a while? BOGOs are a great way to ignite purchasing.*
- *Order a few things per month or periodically? Offer a 100+ PV order incentive.*
- *Typically order 100+ PV monthly? Consider a 200+ PV order reward.*

Make a VIP Customer List

Keep an organized list of those who love to hear from you about specials and educational opportunities. Make it easy to use and quickly send out communications in a timely manner. Make it a top business habit to keep your customers in the know.

Address Needs and Book a Wellness Consult Call

1 Connect & Discover

Hi ____, this is ____, your dōTERRA Wellness Advocate. As your support team, I was looking in the back office and noticed...

On LRP but never had Wellness Consult

... you seem to really enjoy your oils and are purchasing every month! I would love to hear what some of your favorites are! ... What got you involved with essential oils in the first place?

Only ask this if you don't actually know.

It's awesome that you are taking advantage of the Loyalty Rewards Program! Also, ...

Go to step 2.

Haven't ordered in a while

... you haven't ordered in a while and I wanted to check in to see if I can answer any questions for you?

Also, ...

Go to step 2.

Purchasing but not on LRP

... you seem to really enjoy the oils and purchase regularly. I would love to hear about your favorites and what is working for you. ... Nice!

Another reason I called is to share with you one of the best things about dōTERRA and how you can earn free products with the Loyalty Rewards Program. It's the smartest way to buy. You can earn up to 30% back on everything you buy in free products. It's easy to change or cancel your order anytime. Would you like more details and help setting up your loyalty order?

On LRP but credit card not processing

... at one point you had set up a Loyalty Rewards Program order and it's still set up in the system but not running. Were you aware? ... I didn't want you wondering why your order isn't shipping out to you. One reason could be your card on file has expired or is one you no longer use. I am happy to get that fixed if you'd like.

Also, ...

Go to step 2.

2 Schedule a Wellness Consult

A. Never had a Wellness Consult: *I want to make sure you know about an amazing offer and I don't want you to miss out! With your account, you are eligible to receive a free Wellness Consult, where I would visit with you for about 30 minutes, either in your home or over the phone, and help you match your wellness priorities with the products you have. We would use what we call the Live guide, and*

I will send that out to you in advance.

Remind me which collection you got started with _____ (only ask if you don't know or it's been too long to look up in the back office). Ah, yes! Wonderful! Sometimes when people first get their essential oils, they're not sure how to use them. The purpose of a Wellness Consult is to help you use them as part of a Daily Wellness Plan and show you how to create the most benefits throughout your day. And also make sure you know how to maximize your membership and earn free products.

B. Offering a follow-up Wellness Consult: *I know we did a Wellness Consult for you when you first got started and it's been a while, so I thought it would be helpful if we review your Daily Wellness Plan and make sure you are feeling confident in how to use the products you have.*

• *I would love to get that scheduled with you! How does _____ or _____ (day) at _____ (time) work for you? ... Great! If you're like me, you'd appreciate a reminder text. Would you like me to send you one?*

... Oh, also, I find people love to come prepared, so I'd love to send you a link to watch beforehand (e.g., the Live Overview video at doterra.com/CA/en). Would that interest you? ... Great! Would you prefer I text or email you the link? ... Okay! We are all set! Here is my contact information so you know how to get a hold of me. ... I am looking forward to our time together



doTERRA
Bringing hope,
healing hearts,
raising leaders,
living dreams.
The powerful results of a
doTERRA Wellness Advocate.

doTERRA
Build
Business Overview





Find Builders

Engage in the Cause

By the end of the Find Builders step, you will know how to find and train your business partners and downline builders, creating a vibrant and successful business-building community.

Leadership is communicating to people their worth and potential so clearly that they are inspired to see it in themselves.

Stephen Covey

Find Business Partners

A successful business requires partnering with like-minded individuals who want what you and dōTERRA have to offer. Use these mindset tips to successfully find capable and committed business partners.

- 1 Begin with the end in mind.** Cast a vision for builder prospects. What cause fuels your passion to serve your community? You are the CEO of your own business and you are asking them to partner. They need to know where you are going before they'll join you. Help them see themselves "in it."
- 2 You are going to get there, with or without them.** Your success or failure is up to you. While you do need people to follow you, no one person makes or breaks your business. You are looking for those who want to partner with you. If people feel like your success depends on them, they tend to say no. Instead, share the excitement of your future success. They won't want to miss out and will often choose to join because of it.
- 3 Master the Intro to Build.** Be as skilled at an Intro to Build presentation as you are the Intro to Oils presentation. Become great at sharing the business opportunity. Present often to gain confidence and experience in enrolling builders.
- 4 Get your prospects to corporate and team events.** Remember, people make decisions at events.
- 5 Introduce them to your upline.** Utilize your upline to add credibility to the dōTERRA opportunity. Ask them to share their experience with your prospects. (See more about 3-Way Calls on pg. 82.)
- 6 People go into business with people they like.** Who do you want to spend time with? Who do you want to travel with? You are not looking for a downline—you are looking for business partners. Be the type of person someone wants to build a business with. Talk about how you love what you are doing and how it's changing your life. Your best leads come from those in whom you've taken a sincere interest. When you help them find solutions to their challenges, they will be more drawn to engage.
- 7 Believe in them.** New builders lack experience and will depend on your belief until they build their own. In the beginning, you believe in them more than they believe in themselves. Breathe belief into them.

Ideal Business Partner

Use page 108 to find attributes you want in your business partners. As you grow in experience, continue to add to your list.

Committed & Capable—Who They Are:

- Authentic—the real deal
- Faith-filled with intentional engagement
- Ready and motivated to move beyond their story
- Create from inspiration

- _____
- _____
- _____
- _____

Casual & Unwilling—Who They Are Not:

- Inauthentic—uncommitted
- Resigned and disengaged
- Attached to their story and excuses
- Create from limitation

- _____
- _____
- _____
- _____

Invite to Build

Refer to your *Names List*, focusing on those you have identified as your top builder prospects. Follow these simple steps to invite them to build a business with you. Scripts can be used or varied as desired.

- Begin connecting in person, online, or over the phone to nurture your relationship. Find authentic ways to plant seeds about the dōTERRA opportunity by “dripping” ideas and videos, and then asking questions like one of these:

A. *Are you open to new business and income opportunities?*

B. *Are you open to learning how you could create an additional income stream with dōTERRA?*

C. *It's wonderful how much you enjoy using essential oils! I'm just curious, have you thought about sharing with other people and making an extra paycheck?*

- Share your vision.
- Tell your prospects why you thought of them and why you'd love to work with them.

You're so business savvy/outgoing/good with people/entrepreneurial. You would be incredible at this. I can't get you off of my mind.

- Once they affirm interest, invite your prospects to learn more at an Intro to Build presentation.
- Consider scheduling a 3-way call with your upline when recruiting your business partners to add credibility.

Oh my! I just got off the phone with _____ (upline). Do you know who she is? She's an expert in _____ (upline's Why/area of interest/background) and a _____ (upline rank) in dōTERRA. She is so incredible and in demand! She'd love to get on a call with you. I would be on as well. Here are the times she can schedule us in: _____. Which of those times works for you?

Invite your prospects to watch a short video prior to connecting that introduces them to what you feel will inspire them or pique their interests (e.g., the company, compensation plan, product quality/CPTG®, Cō-Impact Sourcing®, dōTERRA Healing Hands®).

Are you open to watching a video or two that share what we are about? Our mission is so profound and global, yet so personal.

Set up a time to chat about the videos in 48–72 hours.

How about I call you Thursday and we can chat about what you've experienced?

Top Tip

When presenting to a business builder prospect, whether in person or over Zoom, one-on-ones are often more effective. Someone you've identified as an influencer often prefers a more intimate conversation that can be customized.

Agenda:

- Ask discovery questions.
- Determine prospect's pain points.
- Identify needs.
- Offer solutions.

Why 3-Way Calls

3-Way Calls leverage your upline as a credible expert to help a prospect gain respect, confidence, and trust in you, your team, and the company. Together, present an introduction to the dōTERRA business opportunity (see Intro to Build script pgs. 89–90) using the *Build* guide.

Whether during a scheduled phone or Zoom call or even in person, it can be reassuring to you and your prospect to have a more experienced upline lead the call. Soon you, in turn, will do 3-ways for your builders as they recruit their own business partners and builders.

- You, your upline, and your prospect are all on the call together.
- Ensure each attendee has call details in advance.
- Listen closely, take notes, and discover ways to be a committed and capable upline of your new builder.
- Keep the conversation relevant to the prospect.

The Power of Sharers

Access the power of sharing by inviting others to be part of the magic of sharing solutions. Sharers can bring a boost of energy to your team and business.

Expand Your Influence

Reach more people by asking those you already know to connect you with their contacts. Do they know someone who is seeking an opportunity like dōTERRA?

So often during causal conversation, people tell those they trust that they are looking for a new or different opportunity in their lives. This is networking at its best, when a “middleman” brings people together. Use the scripts at the top of the following page to help stir the right conversations so you can ask for builder referrals.

Invite to Host

One of the most effective ways to grow your dōTERRA community and find new builders is for others to host presentations with their own invited guests. Listen during conversations or observe when interacting on social media for ways to open doors. When the time is right, share a product experience, about your holistic lifestyle, or how dōTERRA is your vehicle for creating more in your life. While connecting, share something like this: *My dream is to be part of a movement, bringing hope and wellness to homes and lives by teaching others to use dōTERRA products in their everyday lives, just like I do! I love knowing I am changing lives on both sides of the planet: with growers and their families worldwide, as well as with those right here at home.*

Anytime you are sampling, inviting, hosting, presenting, and especially during Wellness Consults and continuing education classes, plant seeds about sharing, hosting, and the business opportunity.

Here are a few examples:

A. *If you can see yourself doing what I'm doing—helping others discover solutions—and are curious about being a Wellness Advocate with dōTERRA, I would love to share about how to get your products paid for, as well as supplement and increase your income. Come talk to me after the class!*

B. *I've got to be honest with you. You aren't going to be able to keep this to yourself! Why not plan ahead? Let's set a time for you to host a class just like the one you experienced so you can share with those you care about.*

Successful Hosting

Invite sharers and potential business partners to host a class in person or online. With positive experiences, they begin to see themselves doing what you are doing, and builders can emerge.

- Conduct an Intro to Host using the *Share* guide and *Class Planner* (see pg. 50) to create a clear and organized plan, identifying who will do what and how to create an optimal experience that encourage enrollments.
- Have them make a list, using page 2 of the *Share* guide, of those they want to invite (such as family, friends, neighbors, associates). Recommend creating experiences through sharing their story and samples prior to inviting.
- Decide in advance how they want to be compensated: as a Wellness Advocate or through hosting rewards you provide. Interest can increase after hosting a class.
- Follow up to solidify their commitment to creating an income with dōTERRA and clarify who will take care of finishing up enrollments, conducting Wellness Consults, and providing customer support.

Ask for Builder Referrals

A. *I wanted to reach out and ask for support. I've been educating and teaching people about essential oils for the last _____ and I'm currently looking to expand my business in the area of _____ (e.g., geographic location, type of business: chiropractic or spa).*

My desire is to invest my time, money, and resources into the right person—someone who is interested in holistic wellness, has an entrepreneurial mindset, and just needs the right coach and support. Would you be open to helping me? Would it be okay if I sent you a gift package of essential oils so that you have a better idea of the kind of person this might be a fit for?

B. *I am currently partnering with an award-winning, billion-dollar wellness company, dōTERRA to expand the influence of essential oils to millions of lives across the globe.*

Each year, more than 30,000 like-minded Wellness Advocates, like myself, attend an annual global convention, where we gather to grow our knowledge and capacity to share and help others boost their wellness and financial control.

I am currently looking for people who might be open to exploring this life-changing business. There is serious potential here. I really respect your opinion and judgment and am wondering if you know anyone who would be in a place in life where, whether because of economic changes, or a simple desire to more purposefully serve others, would have interest. It could even be someone who hasn't expressed any such needs or desires, yet is a bright, energetic, self-motivated person. I am super grateful for any referrals that come to mind for this extraordinary opportunity. If you would prefer to see what it's all about first, I would love to set up a time to do that as well.

Talk to Strangers

When strangers meet, often one of the first exchanges in conversation is to ask one another, "What do you do for work?" One of the most powerful skills you can learn is to initiate this conversation by being first to ask. Why? Because if you ask them, they, in turn, will ask you. The following are scripts exemplifying a response pattern, showing how powerful it can be when you are clear about what you do:

A. *You know how most people seem to put their wellness in the hands of others? I do the most amazing thing. I teach people how they can take control of their own wellness..*

B. *You know how most people are interested in holistic wellness solutions but are confused about where to start? I do the most amazing thing. I teach people about one of nature's solutions and easy ways to use them.*

If it so happens you get asked *what you do first*, flip the conversation around so you are able ask questions about their work so you can customize your response: *It's actually pretty amazing! I love what I do! What do you do?* Then, once you are aware of what they do, you can cater your response:

A. *I work with moms and teach them how to take care of their families using essential oils and other products.*

B. *I work with chiropractors and teach them to create an additional stream of income in their offices by sharing with their clients how to live a wellness lifestyle with essential oils.*

How about you? Do you have a health or financial priority you're focused on? Once they answer, respond with:

A. *Are you open to trying something holistic for that?*

B. *Are you open to other ways to earn additional income?*

The goal is, that upon sharing your statement, the other person says: "Actually, yes. Tell me more about what you do." Then your answer can be something like: *I work with people who want effective solutions as they take care of their family's wellness. Do you know much about essential oils or holistic wellness?*

If their answer is no, there is now a great opportunity to share your story of how dōTERRA products and/or the business opportunity are a solution for you and your family (refer to pg. 36 to prepare your stories in advance).

Continue the conversation by asking questions, listening, and discovering ways to add value to their lives by connecting the dōTERRA opportunity to their needs. Ultimately, the goal is to look for those who are looking for you. Paint a picture through your conversation where, if this is for them, they can see themselves in it and will want to know more.

You know how most people _____?

I do the most amazing thing. I teach people _____.

Networking is not just exchanging business cards or contact information. To make it meaningful, create follow-up strategies for the people you meet. Once you make a connection, use the steps as taught in other parts of this guide to further your conversation.

You've got to ask. Asking is . . . the world's most powerful and neglected secret to success and happiness.

—
Percy Ross



Intro to Build

People choose the dōTERRA business opportunity for different reasons. Some come for the income, others for the mission. Let the pages of the *Build* guide invite the right conversations.

During an Intro to Build class, focus on what matters most to your audience by asking questions (see the next page for suggestions) to discover interests and needs such as income, sense of purpose, or more time flexibility. Then connect their goals to your dōTERRA solutions.

Another option is to teach only a portion of the *Build* guide, steps 1–4, after an Intro to Oils class. No matter what you teach, at some point in the conversation, the need arises to connect individually on steps 5–9. Schedule time with each attendee later to solidify commitments via a 3-way call with your upline (as outlined on page 82) or during the Intro to Launch Strategy Session. To keep up the flow in your pipeline, present at least one Intro to Build per week. Keep presentations simple, duplicable, and tailored to your prospects. Use the outline and script on the following pages to guide successful presentations.



Purpose

- Gather people, listen to their needs, and expose them to the dōTERRA opportunity.
- Focus on needs of attendees; discover and share how the opportunity can work for them.

Follow up within 72 hours to enroll (if they have not done so already) and hold an Intro to Launch Strategy Session. Use this guide to ensure they understand the essential steps to build a successful business and create a solid foundation to manifest future results.

Ideal Timeline (20–60 Mins.)

Use the *Build* guide handout.



5 mins.



1 Welcome Builder

Open, edify, and introduce the guest presenter.

Guest Presenter

Edify host and share story.



5 mins.



2 Why a Pipeline

Buckets versus pipeline story. Learn about their situation.



5 mins.



3 Why dōTERRA

Share the power of partnering with dōTERRA products, leadership, and global initiatives.



5–10 mins.



4 Generous Compensation

Explain or show a video.



5 mins.



5 Invite to Dream

Highlight possibilities.



5 mins.



6 Choose a Path

Introduce how to share and earn.



5 mins.



7 What It Takes

Share the power and simplicity of working with a system to train and build.



5–10 mins.



8 Q&A

Answer any questions. Share a story that may address concerns.



5–10 mins.



9 Invite to Partner

Commit to build and set a time for Intro to Launch.

Intro to Build Script

Use the outline below to guide successful one-on-ones. For your first few, include your upline mentor. Prior to the meeting, share with them what you know about your prospect's needs/interests. To enhance the conversation, invite your prospect to view a relevant video, as suggested on page 82.

Welcome. If your upline is going to lead the call/conversation, introduce, edify, then turn it over. Remember, you already have the trust of your prospect, but your upline gains respect once their credibility is established through an edifying introduction.

They Talk

- Connect by asking: *Tell me about yourself...*
How long have you... (job/career)?
- Before jumping in, whoever is leading the conversation asks: *What questions do you have for me?* Address questions now or assure you will answer later as you go along.
- Then work these questions into the conversation to further understand your prospect's needs and interests.
 - *What would you like to change about your current situation?*
 - *Where are you with your...* (e.g., wellness, relationships, finances, time, interests, sense of purpose)?
- *Is there anything your job/career is not providing you? Any frustrations, unmet financial needs, or goals?*
- *What impact does that have on you/your family* (e.g., hope, trust, relationships, wellness, finances, time)?
- *What might happen if things don't change? How serious are you right now about making a change?*

Top Tip

To better prepare yourself for effective conversations, roleplay this with your upline mentor or family members. Practice to make the presentation yours.



You Talk

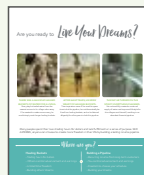
Be authentic when you connect someone's pain points to your solutions as you share your certainty and passion.

1 Tell Your Story

I know we can make a difference in your life! The reason I know is we helped ____ (share a relatable story about someone else). *In fact, I'd love to tell you a little about my story and journey* (prepare your story in advance on page 36).

2 Why a Pipeline

Tell the buckets and pipelines story and share why building a financial pipeline is important to you (share about your background, what wasn't working, how dōTERRA saved the day, and how your future looks now). *If you could wave your magic wand, and a dōTERRA business was exactly what you wanted it to be, what would that look like? Are you looking to supplement or increase your income? What would*



that look like, income-wise? How valuable would it be to... (e.g., solve your income priorities in 6–12 months)?

3 Why dōTERRA

Focus on what will inspire this person most (it could be the mission to bring essential oils into homes, self-directed healthcare, amazing compensation, the most tested and most trusted CPTG® quality essential oils, extraordinary company values and leadership, or global initiatives like dōTERRA Healing Hands Foundation Canada® and Cō-Impact Sourcing®). *Is there anything else you need or want to know in order to move forward with building a business with dōTERRA?* Express confidence that your prospect can create the life they desire.



4 Generous Compensation

Highlight the four ways to earn with dōTERRA and overall earning potential. Use a video if desired.



5 Invite to Dream

What hopes and dreams could be realized if you created a financial pipeline? What goals do you want to accomplish?



6 Choose a Path

Invite your prospect to engage at the level that is right for them. *Let's take a look at how to get started. How many hours a week are you willing to commit to changing lives and building your financial pipeline? Which path best fits your needs? By when would you like to reach this goal?*



If needed, share the following: *I want to be realistic with you. When looking over your goals and the amount of hours you are willing to dedicate, and based on company averages, one of these numbers needs to change. Either you need to increase the number of hours you work your business or increase the length of time in which you accomplish your goal. Which are you willing to adjust?*

Work together to set a goal and timeframe they feel good about. Rarely does someone create a financial pipeline of any significance with less than 15 hours per week. The greater the goals, the greater the time dedication.

7 What It Takes

Share about the great training and resources available through your upline team and the company. Share why you feel they would be amazing at this and help them see themselves utilizing their abilities to create success.



8 Q&A

Answer any questions. *Is there anything else you need to know to feel comfortable building an income with dōTERRA?*



If a concern is raised listen and then restate and ask follow-up questions. For example: *So you've had a negative experience with network marketing. Tell me more about that . . . That makes so much sense that you would feel that way. Tell how you overcame the concern yourself. After being a customer for a while, I realized that this company has totally redefined what it means to be in this profession.*

9 Invite to Partner and Build

If they have already enrolled as a product user and had a Wellness Consult, then they are ready for Step 2 on pg. 10 of the *Build* guide. If not, start at Step 1. *My first suggestion is that we start with step 1, making a difference for you and your family using the products. Is there anything that is not working for you or your family in regard to wellness?* Use scripts from pages 54–59 in this guide as needed. *Again, I know we can make a difference in your life. I know because we made a big difference for _____* Share a relatable story of someone else—or your own if it serves.

Thank you for this time. I am looking forward to working together.

If there is an upline presenter, he or she edifies you, letting your prospect know they are in good hands, and then turns it back to you.

A. If the invitee has yet to enroll, next share a short Intro to Oils class in order to offer collection options that best fit their personal and business needs. Then set a time for their Intro to Launch.

Your next step is to experience an Intro to Oils class and get set up with a collection. Then you are ready to launch your business!

B. Once they are enrolled, proceed to Step 2 on pg. 10 of the *Build* guide and discuss or schedule next steps, including their Intro to Launch.



Launch New Builders

Enrolling customers and sharers changes lives and grows your dōTERRA business. Enrolling builders can make growth happen exponentially! Though a high percentage begin as customers and at some point choose to grow a business, there are many who successfully begin as builders. Either way, engage with those who are ready to build a business.

Think of the busiest mom you know who wants to create a dōTERRA income. What does she need to succeed? She needs a proven way telling her where to start, what's expected, and how to do what needs to happen. This guide provides just that—a systematic approach to successful habits and skills in a step-by-step pattern that naturally invites accountability.

Support your new builders with their first 3-4 presentations, as well as other first interactions. Train them to hold powerful presentations by modeling how it's done. Allow your builders to progressively take on more responsibility in each successive presentation until they feel ready to present on their own. Duplication is key for greater long-term and downline success. Schedule short and frequent communications (every 2-3 days) as they are getting started.

Feel confident in the value you bring as a new leader by simply being a chapter ahead.

6 Weeks to Elite

Invite your builders to follow the timeline below, which uses the 5 Steps to Success framework to show them how to launch to Elite in a 6-week timeframe. Launching a business is like launching a rocket—beginning with high intensity starts the journey with the power of momentum. This increased energy creates a greater number of enrollments in a shorter period of time from which to find their builders, thus allowing them to structure their team more strategically within the 14-day placement window.

Ideal Timeline

Prelaunch





Top Tip

As you enroll new people, consider placing some under committed sales builders who actively enroll on their own and support their team. Have a clarifying conversation prior to making them or their downline the sponsor. Incentivize healthy behavior by matching your builders' efforts rather than overreaching, which may discourage builders from doing it for themselves. It is highly recommended that you maintain enrollership of your enrollee until earned by their new sponsor. In the event they don't actually perform as promised, you still have the option to grow your enrollment as your own qualifying leg or have the potential to later move them. *I have a new enrollee I think would grow best on your team. It's important they receive a Wellness Consult and appropriate follow-up. Can you commit to be that support for them? If yes, let me share their interests and help best place them.*

Launch Month

Week 2



Enroll



STEP 4:

- Enroll 15+ people
- Do Wellness Consults
- Place new enrollees

Week 3



Support



STEP 5:

- Onboard customers
- Launch builders
- Promote Cont. Ed/events
- Hold Strategy Sessions

Week 4



Reach Elite



Placement strategies step by step to reach Elite Rank

Next Steps

Become a Premier



- Help builders launch others

Mentor Builders

Mentoring is about bringing out the brilliance in others and cheering them on to more! As you discover your own brilliance, you are better able to serve your builders as their strategy and accountability partner. You don't need to know everything to be a great mentor. Leverage this guide and your upline as you begin mentoring, and embrace this amazing growth process.

Top Tips

1. **Schedule regular Strategy Sessions** with your builders via phone or Zoom.
2. **Receive their Strategy Check-In** before the call. Focus on the Vital Action Steps and how to execute them effectively.
3. **Invite your upline mentor to join you** on your first few calls.
4. **Focus on solutions, not problems.** Express empathy, then move builders from concerns to solutions quickly. Ask, don't tell. Create a space where they can explore ideas.
5. **Bring your best self.** Create big value in small pockets of time. Develop a relationship of trust by keeping confidences and commitments.
6. **Edify and encourage.** Highlight their gifts and brilliance.
7. **Refer them to personal development and additional training** for support in overcoming limiting beliefs and increasing skills.
8. **Recognize success** during Strategy Sessions. Also, partner with your upline to do so during team events/calls, and other gatherings.



Strategy Check-In

Send a copy of this completed form to your upline mentor before or after your Strategy Session.

1 Connect & Discover
What did you and I discuss that you think had merit?
What is exciting to grow your business?
What challenges are you coming into in your business?

2 Review Last Week
How did things go last week with your top three action goals?
Anything that needs to shift going forward?

Fill in the last number (circled) next to the green number in the PIPES grid for each goal in the table below.

	P	I	P	E	S
Programs					
Prospect					
Invite					
Enroll					
Support					

Focus on "PIPES" to build your business.

3 Goals for the Upcoming Week
Take 15-20 minutes to plan to meet or coach your top builders for the week. Rank **Power of 3 Sales Goals** (1st, 2nd, 3rd).

Goal 1	Goal 2	Goal 3
What needs to happen?	What needs to happen?	What needs to happen?
Who needs to happen?	Who needs to happen?	Who needs to happen?
When needs to happen?	When needs to happen?	When needs to happen?

4 Breakthroughs
What advice or support is coming to you from your upline?
What else could give you some insight and clarity?

5 Important Reminders
Personal, company, or mentor's. Family, etc.

Empowered Business Building Training System

Why Weekly Strategy Sessions

- Set your builders up for success.
- Measure PIPES activities and improve skills.
- Stay connected and offer consistent support.

Strategy Session Agenda (30 Mins.)

Step 1: Connect

Celebrate successes and evaluate areas that need support.

Step 2: Review Last Week's Actions and Outcomes

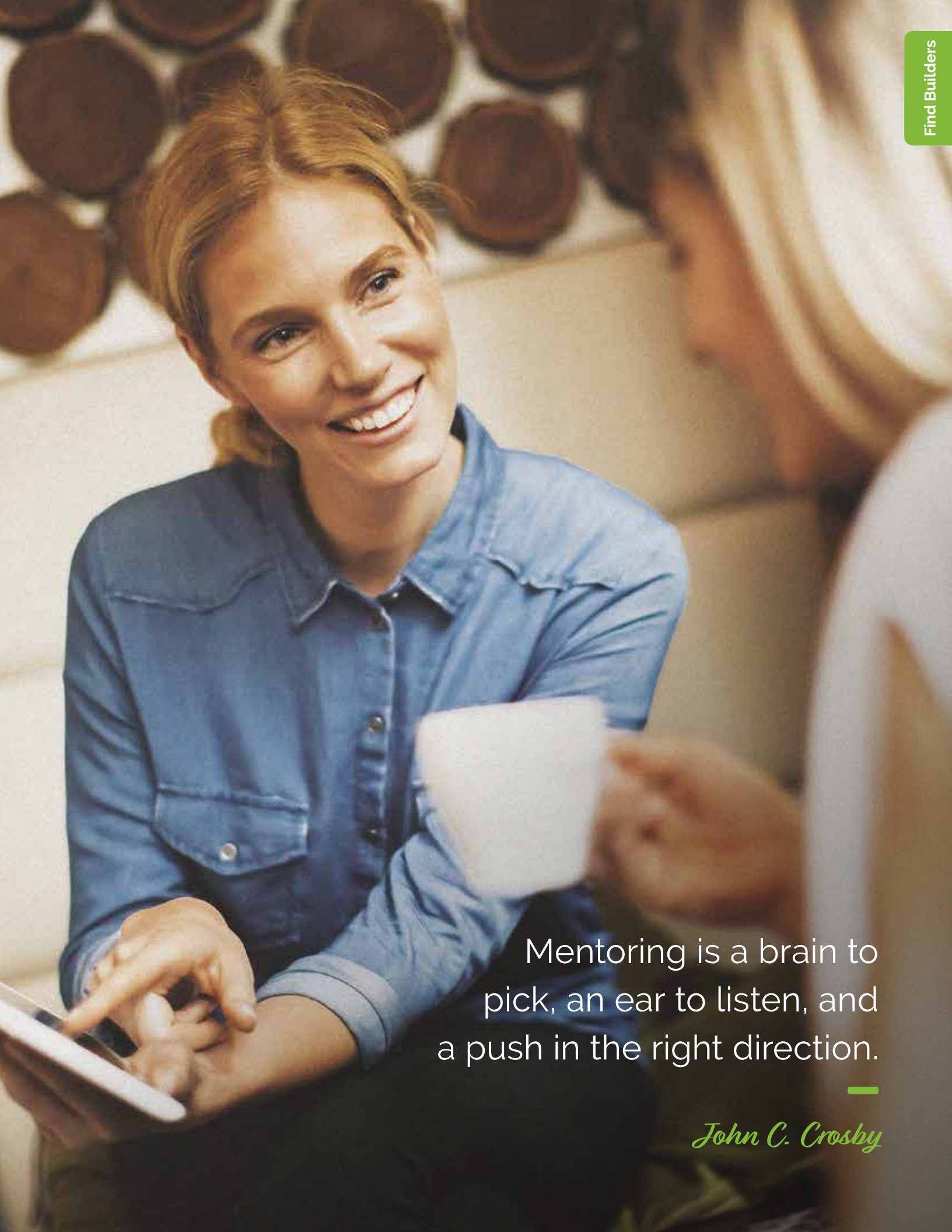
Help them deconstruct the past week so they can repeat what's working and eliminate what's not. Help set realistic rank and Power of 3 goals. Assess volume and create a plan to fill gaps.

Step 3: Review PIPES Activities

Assess PIPES activities from the previous week. Identify where breakdowns are happening and focus mentoring on the most important thing (like, skill mastery on inviting or enrolling). Set PIPES goals for the next week.

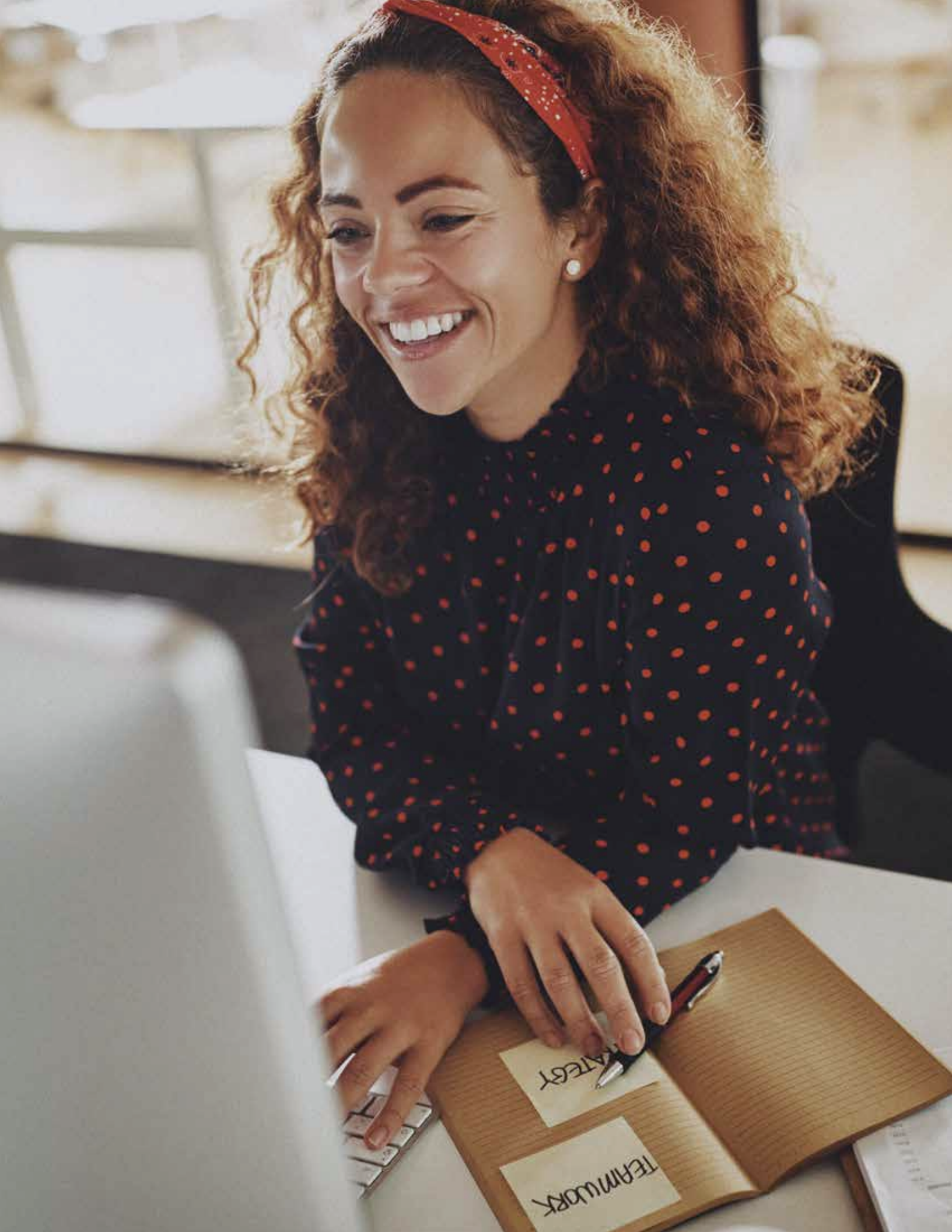
Step 4: Identify and Calendar Vital Action Steps for the Coming Week

Base the upcoming week's Vital Action Steps on awarenesses from PIPES evaluation. Identify how they need support. Make yourself available to present and support presentations, commit new builders, and model initial Wellness Consults.



Mentoring is a brain to pick, an ear to listen, and a push in the right direction.

John C. Crosby





Personal Development

**A commitment to building
yourself is a commitment to
building your business.**

Take the time to develop who you are so you can
become the person who achieves your dreams.

Your attitude . . . will determine
your altitude.

—
Zig Ziglar

Envision Your Future

From the beginning, it is vital to connect your **Why** to the growth of your dōTERRA business.

By building a sales pipeline, you can create the opportunity to live the life you desire. Your **Why** is the inspiration that fuels your hopes and dreams. It is realized when your needs, wants, and purposes are fulfilled.

Your **Why** motivates you to stay focused and keep progressing. Ponder, identify, and circle below each area that would make the biggest impact. Give yourself significant goals you can look forward to and that move you to act now.



Earning More

- Work to become debt-free.
- Build a generous savings account.
- Have more financial flexibility.
- Do more charitable giving.



Working Smarter

- Control your time and schedule.
- Build your own dreams.
- Focus on self-improvement and additional education.
- Plan and prepare financially.



Doing What You Love

- Experience more travel.
- Develop talents and grow interests.
- Serve more.
- Spend more time with family.

Dream Big!

Envisioning your dreams and putting them down on paper is the first step toward making them a reality. Sit down, by yourself or with a trusted partner, and shape your vision for the future, using whichever questions below inspire you.

Business

What do you want to achieve in your dōTERRA business?
What is your next rank?

Purpose

How do you see yourself serving others and experiencing fulfillment? What do you want to be known or remembered for?

Relationships

If you had more time, freedom, or resources, who would you attract? Who would you spend time, grow, and expand with?

Money

What is your financial goal?

Experiences

What would you do more of? Where do you want to go? What are you passionate about achieving?

Emotional

How do you want to feel on a regular basis?

Spiritual

What does a life with consistent divine connections look and feel like?

Physical

What are ideal experiences with your body?

Mental

What do you want to know? How do you want to think?

The future belongs to those who believe in the beauty of their dreams.

Eleanor Roosevelt



Top Tip



Create a vision board with images to represent dreams of the future as if it were already a reality. Focus in on it daily. Energize your visualizations with music and a favorite essential oil.

Empower You

It has been said by top leaders in dōTERRA, "We are a personal development company disguised as an essential oil company." Changing lives for the better "is who we are—it's what we do." No matter the reason someone comes to dōTERRA, Wellness Advocates are passionate about doing their part to become the person who achieves their success.

Identify Daily Habits

Dedicate approximately 20 minutes each day to personal development, growing yourself as a person, builder, and leader. Below are ideas for how to best embrace your strengths and expand your influence and capacity to sell and serve.



READ a book on developing your business or leadership mind or skillset.



WATCH a video specific to a topic you are focused on, expanding your knowledge.



LISTEN to a podcast regularly from a trusted influencer who speaks to areas of interest or need.



DISCUSS a topic on which you need input or feedback with a trusted source or coach.



SHARE something you are learning with a family member or friend to solidify how you feel.



PRACTICE roleplaying or go through a scripted presentation that you want to refine.

Learn Your Way

One of the greatest impacts on your success comes from honoring your individual learning styles. Check all boxes that apply. Do you need to:

- See it** – Visual/picture aids, PowerPoint, outlines, or graphs/charts
- Hear it** – Said or read out loud, verbal instructions, discussions, repeat it back, or roleplay
- Say it** – Conversation, asking questions, talking it out, or teaching it
- Do it** – Hands on, doing while learning/following/repeating actions
- Read it** – Things in writing, references for terms/information, statistics, or note-taking
- Think about it** – Need time to mull it over, ponder, and process

Share how you learn best with your upline mentor and together consider the best ways for you to experience this guide and other trainings.

Confidence Statement

Choose to continuously grow your belief of creating real and lasting results is growing the vital connection between your heart about and respecting my powerfully strong your character.

Disciplined thoughts, words, and beliefs help achieve desired dreams and future achievements. Read the following Confidence Statement in the work of creating your results as you program your subconscious.

Choose the ability to build a successful dōTERRA business and fully meeting my goals.

Intend that I will think and believe eventually become my reality. I will become and create a clear mental picture of that passion.

Understand confidence, influence, and love only last when built upon actions that will a strong mindset as being open and available to the world, supported by genuine compassion, honesty, and gratitude. Others believe in me because I believe in them and bring joy.

I influence and make a difference in _____ of lives.
 I learn _____ monthly through my dōTERRA business.
 I earn _____ bank on or before _____ date.

In exchange for this cash and income, I give my very best effort to continue to add until I have developed sufficient self-confidence to attain it.

Fight my inner foe for this Confidence Statement. I envision and repeat it with full faith that it is continuously enhancing my thoughts and actions, creating the results I desire.

Signature: _____

This statement is adopted from *Think and Grow Rich* by Napoleon Hill. To further your knowledge and understanding, consider reading the entire book.

Sign and remove the Confidence Statement and post where you can see and read it aloud daily (pg. 102).

Learn from the Best

Reading personal development books is highly encouraged as part of your daily habits. Here are top leader choices to get you started reading to reach Elite:

- *The Slight Edge* by Jeff Olson
- *Making the First Circle Work* by Randy Gage

Confidence Statement

Choose to continuously grow your belief, courage, and confidence. The process of creating real and lasting results is greatly enhanced when you understand the vital connection between your heart and mind. What you consistently think about and repeatedly say, powerfully impacts how you act and exude your character.

Disciplined thoughts, words, and beliefs help achieve desired outcomes. In addition to visual cues or reminders of your dreams and future achievements, read the following *Confidence Statement* aloud twice daily. Engage your whole self in the work of creating your results as you program your subconscious mind for success and stir your heart to action!

I have the ability to build a successful dōTERRA business and fulfill my purpose in life. I am persistent as I work toward reaching my goals.

I realize that what I think and believe eventually becomes my reality. I concentrate my thoughts on the person I intend to become and create a clear mental picture of that person.

I understand abundance, influence, and rank only last when built upon actions that benefit everyone they affect. I maintain a service mindset as I bring hope and wellness to the world. I succeed by gaining the cooperation of other people.

I encourage and invite others to join me because of my willingness and efforts to serve those around me with love, compassion, honesty, and gratitude. Others believe in me because I believe in them and in myself.

• I influence and make a difference in _____ (#) of lives.

• I am a _____ (rank) on or before _____ (date).

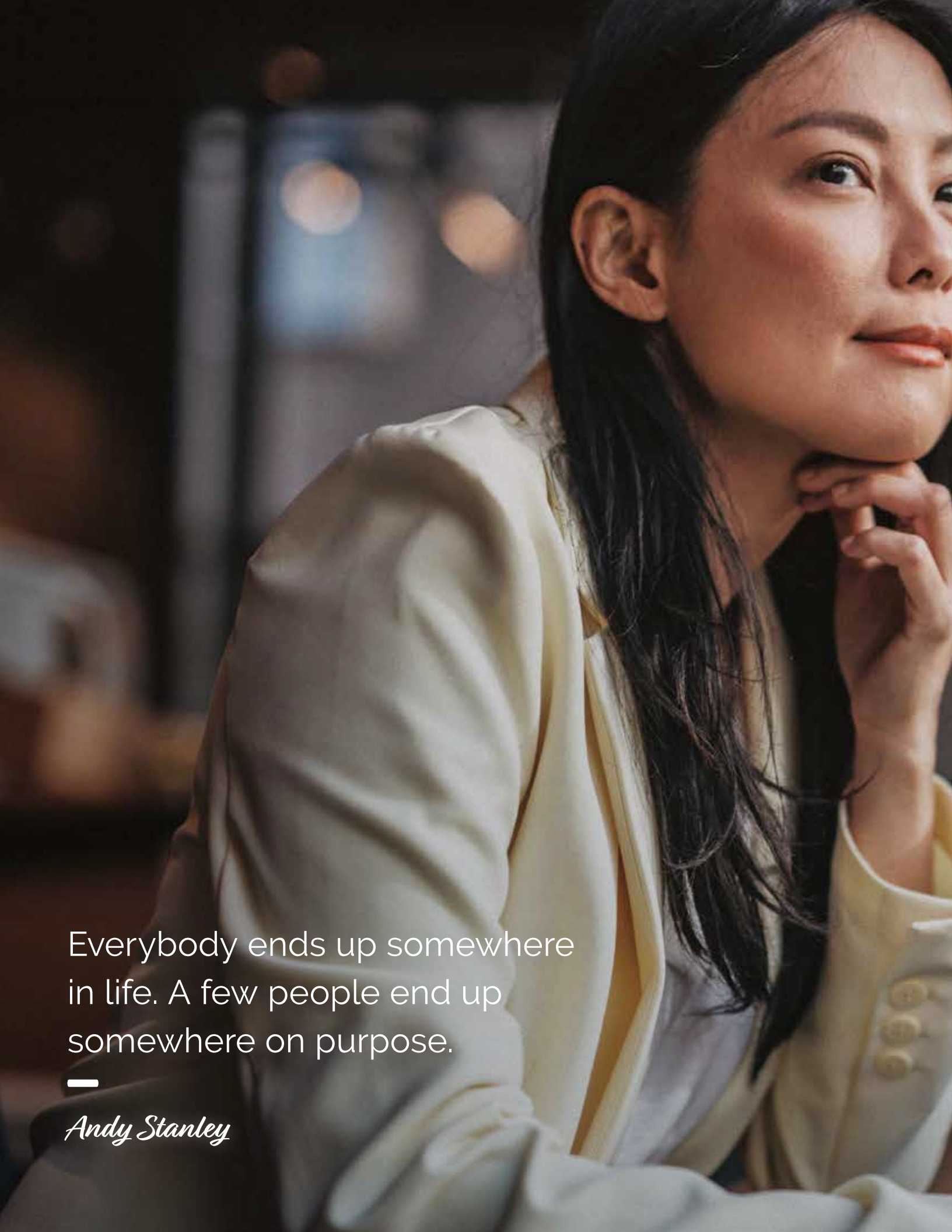
In exchange for this accomplishing this goal I give my very best effort. I continue to act until I have developed sufficient self-confidence to attain it.

I sign my name to this Confidence Statement. I memorize and repeat it with full faith that it is continually influencing my thoughts and actions, creating the results I desire.

Signature

This statement is adapted from ***Think and Grow Rich*** by Napoleon Hill.

To further your knowledge and understanding, consider reading the entire book.

A close-up, slightly low-angle shot of a woman with long, dark hair, wearing a white blazer. She is looking off to the right with a thoughtful expression, her hand resting near her chin. The background is dark and out of focus, with some bokeh light spots.

Everybody ends up somewhere
in life. A few people end up
somewhere on purpose.

Andy Stanley







Appendix

Additional Resources

Learn wider, grow wiser!



Israelmore Ayivor

Compensation Plan

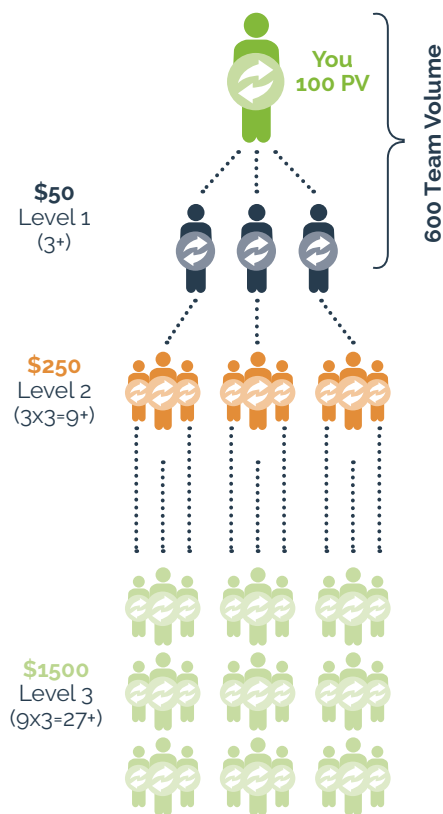
Retail Profit Paid Monthly

Wellness Advocates earn 25% profit on purchases made by their Retail Customers.



Power of 3 Sales Bonus Paid Monthly

See the *Power of 3 Sales Bonus* details page for a complete description of rules and requirements.



The typical Wellness Advocate during 2020 earned an average of \$58, excluding retail profits.

Rank Qualifications

Unilevel Organizational Bonus (paid monthly on compressed organizational volume)

Paid as Title	Wellness Advocate	Manager	Director	Executive	Elite	Premier	Silver	Gold	Platinum	Diamond	Blue Diamond	Presidential Diamond
Monthly PV	50	100	100	100	100	100	100	100	100	100	100	100
Monthly OV	-	500	1,000	2,000	3,000	5,000	-	-	-	-	-	-
Qualified Legs*	-	-	-	-	-	2	3	3	3	4	5	6
Leg Requirements	-	-	-	-	-	Executive	Elite	Premier	Silver	Silver	Gold	Platinum
Level 1	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Level 2		3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
Level 3			5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Level 4				5%	5%	5%	5%	5%	5%	5%	5%	5%
Level 5					6%	6%	6%	6%	6%	6%	6%	6%
Level 6						6%	6%	6%	6%	6%	6%	6%
Level 7							7%	7%	7%	7%	7%	7%
Dynamic Compression												

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dōTERRA Roles

Each person chooses how to maximize their relationship with dōTERRA. Outlined below are the four main roles.

Use this page to:

Get Clear on what comes with each role so you can manage your and others' expectations. Remember, it is a person's actions and choices, not placement or position, that define their engagement. Honor their choices. Have clarifying conversations to establish commitments and evaluate enrollership and sponsorship responsibilities.

Pay Attention. In conjunction with back office reports, observe what's happening beyond your frontline or qualifying leaders. Assess growth and future potential by observing enrollments, volume, and rank advancements to guide where you put your time and attention.

Tap Root. When evaluating the success or failure of roles people are expected to fill, reach down within your organization to builders who want and need better mentoring. Sometimes there are opportunities to shift enrollership and create mutual benefits for all involved. Your care and recognition can make a difference and fuel growth wherever committed builders are on your team.

Customer Wholesale Customer

- I choose to use the solutions dōTERRA offers me.
- I want to continue learning about the oils.
- If friends or family show interest, I am happy to refer them to my dōTERRA Wellness Advocate.
- I use my reference guide, online forums, dōTERRA customer service, and my Wellness Advocate for support.
- I receive wholesale pricing—a 25% discount—on all products.
- I can choose to earn Loyalty Rewards points, allowing me to earn 10–30% back in free products.
- I can choose to take advantage of:
 - The Free Product of the Month by placing a 125 PV+ LRP order by the 15th of any month.
 - Specials to earn discounts and rewards.

In addition to being a dōTERRA Customer...

Sharer Wellness Advocate

- I am interested in learning more about how the oils can support my wellness goals, priorities, and others.
- I enjoy helping others find hope and wellness with dōTERRA.
- I am happy to host an event or two and share my experiences to help others find new **wellness** options with dōTERRA.
- I support others as I share with them.
- I am interested in earning enough to pay for my monthly order.
- When those with whom I share make a purchase in their first 60 days, I can earn a 20% Fast Start Bonus when I maintain 100 PV in my LRP template and place a 100 PV monthly loyalty order.
- As I give support to those I've shared with, I can earn a monthly Power of 3 Sales Bonus by correctly structuring my customers.

In addition to being a dōTERRA Sharer...

Builder Wellness Advocate

- I am passionate about sharing dōTERRA with others.
- I choose to actively learn more about the oils so I can more effectively serve others.
- I am committed to personal growth and learning the business.
- I consistently engage in PIPES activities.
- I fine-tune my approach so I can be more effective in stirring interest in a dōTERRA wellness lifestyle.
- I seek guidance and support from my upline team leaders and dōTERRA.
- I take part in training and mentoring offered by dōTERRA and my upline mentor and team.
- I teach classes so others can experience dōTERRA.
- I provide the displays, samples, handouts, and other materials needed for my classes.
- I onboard the customers I enroll by following up with a welcome and a Wellness Consult.
- I strive to carefully place each enrollee for mutual growth.
- As I grow in experience, I feel more confident in teaching others how to invite, teach, and support on their own.
- I am dedicated—full- or part-time—to growing a strong business.
- I do what is required to earn regular monthly income.
- As I advance, I maximize the Compensation Plan.

In addition to being a dōTERRA Builder...

Leader Wellness Advocate

- I am driven to grow my dreams.
- I live my life vision and am mission driven.
- I am passionate about wellness and use my influence and voice to spread this message.
- I have the desire to continually learn and grow.
- I push through limiting beliefs and become a better leader each day.
- I welcome and seek mentoring, strategic support, and accountability.
- I leverage my time and energy with a proven system so I can focus on what matters most.
- I choose to invest the money needed to grow my business.
- I keep commitments and my word.
- I teach confidently and am a powerful closer.
- I keep my team vibrant by consistently offering relevant support, enrolling, and inspiring builders to become leaders.
- I work well with and support those on my team.
- I support and train my team with and at regular trainings.
- I am committed to helping others earn additional income.
- I recognize and support success throughout my team.
- I celebrate my team members' successes, even when they surpass my own.
- I know I am Diamond+ potential and trust my growth timeline.
- I believe in the capacity to receive continual compensation.
- I am committed to building a financial pipeline.
- I enjoy and celebrate the fruits of my efforts.



Black Spruce

The black spruce tree symbolizes the capacity to grow, thrive, and advance, despite the harsh Arctic environment of the boreal forest.

For this reason, it has been chosen to represent the journey of dōTERRA Wellness Advocates who, while growing themselves and their team, will endure many seasons of learning experiences that refine the determination to unearth confidence, thwart distractions, and rise above limiting beliefs.



Bearing pine cones, the black spruce tree symbolizes the importance of nurturing seeds of potential within the cradled branches of caring leaders who know duplication is key to building a flourishing forest of success.

The **best** way to predict your future is to create it.

—
Peter Drucker

Congratulations on launching your business. Your next step is the *Train* guide!

Thank you to the Wellness Advocate leaders who have collaborated on this guide, as well as countless others for participating in the creation of *Empowered Success*.

