




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

Table of Contents

Welcome	04	Invite	31	Find Builders	79
Creating Your Pipeline	05	Prepare to Share	33	Find Business Partners	81
5 Steps to Success	07	Share Your Story	36	Expand Your Influence	84
Prepare	09	Share & Follow Up	37	Intro to Build	87
Set Up Your Business	11	Invite to Learn More	42	Intro to Build Script	89
Set Goals	13	Invite without Sampling	43	Launch New Builders	91
Names List	15	Reach More People	46	Mentor Builders	93
Success Tracker	18	Present & Enroll	47	Personal Development	95
Schedule Your Success	19	Host Presentations	49	Envision Your Future	97
Elite Planner	21	Class Planner	50	Empower You	99
Be a Solutions Provider	23	Present with Confidence	51	Confidence Statement	102
Target Your Message	25	Intro to Oils	53	Appendix	103
Partner with Your Mentor	27	Class Script	54	Compensation Plan	105
Strategy Check-In	28	Enroll Successfully	59	dōTERRA Roles	108
What It Takes to Succeed	30	Placement Strategy	63		
		Power of 3 \$250 Planner	66		
		Support	67		
		Onboard Customers	69		
		Wellness Consult	71		
		Continuing Education	73		
		Nurture Customers	75		



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 to achieve the rank of Elite and beyond while also increasing your confidence in your role as a Wellness Advocate. Whether you are making a career change or simply want 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 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 closely with your upline support and then offer the same to your builders as they launch their own businesses.

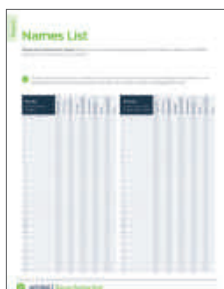
Let's get started!



Creating Your Pipeline

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

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





Belief + Action = Results

- In the Product
- 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 to success 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*; 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 *Elite Planner* (pg. 21).
- Use *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 at: *Empowered Success > Empowered You*
 - 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 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/one-on-one and remind 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 Consult (pgs. 59–62, 69).
 - Know how to close and enroll successfully.
 - Follow-up within 48 hours with those who did not yet enroll.

Strategize Placements

- Place 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 each new enrollee and connect to continuing education and social media community platforms (pgs. 69–74).

Retain Customers

- Regularly inform customers of 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
 - Identify who on your *Success Tracker* 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.
 - *Expand Your Influence* (pgs. 84–85).
- Invite builder prospects who are ready to learn more to an Intro to Build class/one-on-one.
 - Focus on top builder prospects listed on your *Success Tracker* (pgs. 17–18, 81).
 - Recruit business partners and builders on your team (pgs. 81–82, 84–85).
 - Ask for builder referrals (pgs. 85).

Present

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

- Host and learn to teach Intro to Build classes/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 and introduce 6-Weeks to Elite (pgs. 7, 91–92).
 - Help your builders with their first presentations (*Intros*, Wellness Consults, Strategy Sessions) (pgs. 91–92).
 - Help your builders recruit 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 with a white blanket. They are looking out a window on the left side of the frame. The background is a dark blue gradient.

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* to:

- Register your back office with a password.
- Set and ALWAYS maintain a 100 PV+ LRP 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+ LRP 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 No: _____
- Day & Time _____ / _____ # to Call _____
- Team Facebook Group: _____
- Team Website / Other: _____
- Reach out with questions to your upline mentor or team, dōTERRA Business Facebook groups or Business Advancement Team at 801-370-2140 or businessadvancement@doterra.com.



Get Equipped

Add a Class in a Box (CIAB) to your LRP order.

- Add *Healthy Can Be Simple* booklets.
- Add additional 10-packs of *Live* and *Build* guides.
- Add *Natural Solutions* class handouts as desired.

Work with your upline to order other incentives (e.g., reference guides).



Get Familiar

Empowered Life

Discover product and continuing education provided at doterra.com:

Discover > Product Education:

- Discover Solutions
- Science of Essential Oils
- Empowered Life
- Essential Oil Certification

Essential Oil Resources:

- eBooks
- Essential Oil Solutions with doTERRA Podcast

Empowered Success

Discover business training provided at doterra.com:

Empowered Success > Step 4:

- Launch Your Business
- Sales Certification Course

Resources > Business Training

- doTERRA University
- Building Your Business with doTERRA Podcast

Empowered You

Discover personal development training and learn how to use your unique strengths to grow your business at doterra.com:

Empowered Success > Empowered You

Learn more on page 100 of this guide.

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

\$352–883/month*
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

\$883–5,093/month*
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

Replace & Multiply Your Income

\$5,093–110,779/month*
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 in 4–7 years



Refer to the *Build* guide or pages 105–107 of this guide to create strategies necessary to meet the dōTERRA Compensation Plan rank and income requirements.



*See compensation plan for details. Numbers displayed are annual averages. Personal earnings may be less. See Opportunity and Earnings Disclosure summary at doterra.com/US/en/quick-reference. Also see 2019 Annual Business Builders Report.

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 through one-on-ones right away with those who are ready to get started with dōTERRA, even while in your preparation phase.

Class launch date: ____/____/____

Elite In 30 Days

Examples of how to generate 3,000 PV in different ways

150 PV average per enrollment order x 20 enrollments

OR *3-4 enrollments and an average of 500 PV per class x 6 classes*

OR *5 enrollments and an average of 750 PV per class x 4 classes*

Elite In 60 Days

Example of new enrollment orders + customer LRP orders = 3,000 PV:

• *8 out of 15 customers have a 100+ PV average LRP order (from month 1)*

+ 800 PV

• *4 enrollments or average of 600 PV per class x 3 classes (in month 2)*

+ 1,800 PV

• *3 one-on-one enrollments (in month 2)*

+ 450 PV

Elite In 90 Days

Example of new enrollment orders + customer LRP orders = 3,000 PV

• *12 out of 20 customers have a 100+ PV average LRP order (from months 1-2)*

+ 1,200 PV

• *4 enrollments or average of 600 PV per class x 2 classes (in month 3)*

+ 1,200 PV

• *4 one-on-one enrollments (in month 3)*

+ 600 PV

3 Choose Your Goals

90-Day Goal

\$ _____/mo

Rank: _____

6-Month Goal

\$ _____/mo

Rank: _____

1-Year Goal

\$ _____/mo

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 reach your Elite and 90-day goals (on a scale of 1-10)? Elite _____ 90-day _____

• Why is it important to reach 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 solutions and the 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, organizing them by networks, such as family or friends, on this page and the next.

Family: <i>parents, siblings, relatives</i>	Health 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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21										
22										
23										
24										
25										

Friends: <i>current, high school, college, social media</i>	Health 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 builder prospects. Place check marks in the columns representing the common qualities of successful builders that apply. Then tally in the last column.

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

	Health 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>	Health 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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25										

Other: <i>co-workers, product or service providers</i>	Health 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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25										

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 high-priority 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.

Take this process one step further and 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

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

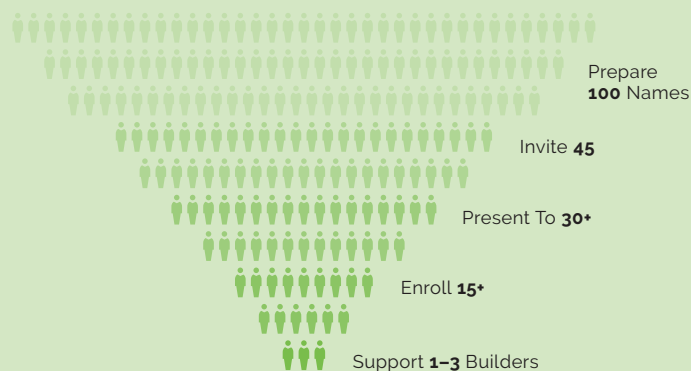
Track Top Prospects

- 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 product or the business.
- 3** Begin personalized sharing and inviting and track the progress of each individual as you guide them along. With the help and support of your upline, find a few key builders early.
- 4** Commit to enroll at least one builder in 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 and have less ways to earn.



Grow Your List

Continually add to your *Names List*. As new people come to mind and into your life, add them to your list to keep up the flow. Commit to add 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 [Empowered Success > Tools Library at doterra.com](https://www.doterra.com/empowered-success/tools-library).



Your Business Is About Numbers

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

Set a goal to find 3 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 • In Person • Phone Call • Text • Email • Social Media	1st Approach Product or Business	45*		30*		15*			3*					
					Sample Given	Sample Followed Up	Invited to Class/1:1	Attended Class/1:1	Enrolled	Wellness Consult	Set Up LRP	Connected Cont. Ed.	Committed to Host	Intro to Build	3-Way Call	Intro to Launch	
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												
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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, income-generating activities are what create results. Spend at least 70 percent 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 until it's the right time for you to take on certain responsibilities.

Daily: Prepare and Share

- Use your products
- Personal development
- Contact, sample, follow up
- 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 1:1.
- *Who attended a presentation and is ready to enroll?*
Help enroll with a kit 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 1:1.
- *Who is loving their oils and would 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

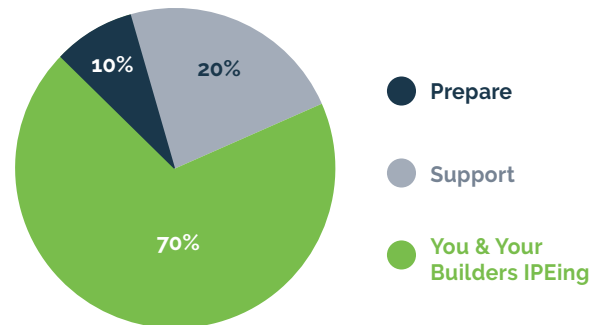
- Intro to Oils class(es) or 1:1(s)
- Intro to Build class(es) or 1:1(s)
- Wellness Consults
- Attend and promote Continuing Education
- Attend team call
- Strategy Sessions

Monthly

- Place a 125+ PV LRP order
- Set goals, track progress with rank/Power of 3 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 necessary to achieve building your financial pipeline.

Pay For Your Product	Supplement your income	Replace & Multiply your income
<i>Needed Time Investment: 3–10 hrs/week</i>	<i>Needed Time Investment: 10–30 hrs/week</i>	<i>Needed Time Investment: 25–50 hrs/week</i>

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
<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 60px; height: 25px; border: 1px solid #ccc;" type="text"/>

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

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

Example: 16–20 hour dōTERRA week for a mid-level 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.

Empowered Success > Tools Library > Launch Tools > Maximize a Weekend at doterra.com

Time Tips:

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

Elite Planner

I am an Elite on or before

During Your Launch: (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+

Schedule Classes

Invite 15+ people in person or via phone call/text, to achieve ideal class size of 6–10 qualified invitees. Classes are hosted by you or someone you invite 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

Enroll with a kit, first LRP order (e.g., 5mL Wild Orange, dōTERRA special, reference guide, etc.)

Schedule One-On-Ones

Set up one-on-ones in person, online, or in a 3-way call with prospects who need more individualized attention to review health priorities, have scheduling restraints, or are an influencer who would do better in a more customized setting.

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

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Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Name:

Date/Time:

Location:

Top Tip

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

Qualifying your *Names List* makes all the difference. What if:

- 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. With consistent use, your belief grows as you 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 health to create a wellspring of experiences you can draw upon to invite and inspire others.

- Use your products daily to implement your Daily Wellness Plan (*Live* guide pg. 16).
- Using a reference guide, learn to solve 80 percent or more of health priorities at home.
- Make it a habit to turn to your products first when health 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 knowing how to earn up to 30 percent back and redeem points.

See Discover > Product Education or Essential Oil Resources at [doterra.com](https://www.doterra.com) to learn more.



Share the Products

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

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

- Create experiences where they can discover solutions that exist for them.
- Show how “with a book and a box” (oil reference guide and a box of dōTERRA CPTG® essential oils), 80+ percent of health priorities can be addressed at home.

Selling, in its true 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: “Who can I reach out to today, and how can I offer to serve them?”



Discover Problems

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



Measure Impact

Problems have costs and can compromise:
Relationships, Health
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 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.

Natural Solutions Class Handout



Educate and enroll in natural solutions.

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 to communicate, and the problems you empower others to solve.

Seek

Get clear on how to lead with the mindset of seek 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 influence that 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 becomes your message. What health challenges have you overcome with dōTERRA? How have you become a solutions provider in your home? What are you now passionate about sharing?*

Write out your best stories to date on page 36. Then draw on them to feed 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, detoxing, mind, mood, immune, digestive, respiratory, or children's health, weight management, skin health & beauty, green living, organic gardening, natural pet care, DIY, financial gaps, the need for additional household income, or something else?

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

.....

.....

.....

What You Do

Now it can be helpful to write out what is known as a Value Articulator Statement. A Value Articulator Statement states 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, 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 medical 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 health and wellness by moving, eating well, and staying healthy with natural 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 (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 from the beginning to create an environment for long-term success where your relationship can grow right along with both of you. Have fun as you work hard and smart together. Share with your upline mentor your hopes and dreams and ask them about theirs.

Although 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. 	<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 at home. 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 training. 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 when difficulties arise. There may come a time, for whatever reason, you "drop off." If this happens, how would you like your mentor to respond?
<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. At this point, if you need other options, call your mentor.</p>	<p><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** (e.g., daily AM & 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*. (Print *Strategy Check-In* from [Empowered Success > Tools Library > at doterra.com](#))
- 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 and to be better prepared to find solutions and strategies that work.
- Your upline will match your energy.** Invest in your success and they'll invest in you.

Strategy Check-in

Sent a photo of this completed form to your upline mentor via text or email prior to 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 goals?

Anything that needs to shift going forward?

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



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 there is a breakdown in activity. Focus next week's actions on increasing flow in that area.

3 Goals for This Week

Refer to your rank planner to choose top actions for this week.

Rank: Power of 3: \$50 \$250 \$1500

Goals for this month:

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/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 and the growth you choose to create, you could in:

- 90 Days = make enough to cover your order and supplies.
- 1 Year = make a part-time income.
- 2–3 Years = be a significant earner.
- 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. Each builder 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 money-making, 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 another. 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 natural solutions for health and 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.

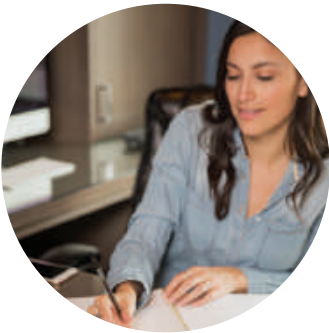
Jeff Olsen

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 about health priorities and share possibilities through stories and samples. Seek to serve, then others will naturally want what you have to offer. The more experiences a person has with the oils and with you, the more they 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 stories into concise relevant messages ready to share. Stories stir emotion and help others see themselves in your experiences, creating hope for their own.



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 and wherever it feels natural. Be equipped to help others discover natural solutions.



Sample

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



Link

Leverage dōTERRA's amazing education, videos, podcasts, web pages, social media posts, and images.

Discover Solutions

doterra.com/US/en/education

Empowered Life

doterra.com/US/en/empowered-life

Essential Oil Science

doterra.com/US/en/science



Top Tips

- Keep samples with you at all times.
- Always get contact information.
- Use dōTERRA pre-made 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 to 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 stories so you are freed up to listen to their needs. Your goal is to expose them to the possibilities as you offer hope and relief. When the time's right, share your story and customize it in a way that is relevant to them.

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

Product Story

- What health situation 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 these 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 or what are you doing in the future as a result?

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

Be prepared to share your hopes and dreams and how you have hired the dōTERRA opportunity to build your future.

Business Story

- Where were you before dōTERRA? (e.g., working lots of overtime hours, working two jobs, sick of current job situation)
- Where are you now? (e.g., shifting out of current employment, ready to do something new, ready to live on purpose)
- What do you want to achieve with your dōTERRA business and success? (e.g., your WHY for building your dreams instead of someone else's, creating repeat income by educating people on essential oils [your cause])

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.

Share as it makes sense and comes naturally to you. 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 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 receiving a call from someone you haven't talked to in a long time, it's exciting, especially if you have a great conversation. But if in the end it turns into a business opportunity pitch, it can take away from feeling like 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 by saying: *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 pg. 36). Be specific, not vague. 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 natural 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 natural wellness these days? It seems more and more important to support a healthy immune system, eat better, exercise regularly, get quality sleep, and get rid of toxic 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 health 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., health), *what would you like to improve? . . . How is that affecting you? . . . How long has it been going on?*

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 follow steps 1–4.

When connecting in person or over the phone:
I've been thinking about you. I know how much you love using natural products and . . . (talk about a simple but powerful personal testimonial) *and . . .* (other people's experiences).

Invite them to try a sample.

A. Know of a health priority:

I thought about . . . 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 reliably safer, cheaper, and are often more effective than more modern approaches. I'd love for you to have an experience. Are you going to be around tomorrow for me to bring it by?

B. DON'T know a health priority:

I've had some pretty amazing results with essential oils and thought of you . . . (talk about a simple but powerful personal testimonial) *and . . .* (other people's experiences). *I know everyone deals with all kinds of challenges. Is there a health priority you'd like to focus on and try a solution for? I would love to give you an essential oil sample for you to experience for yourself. Are you going to be around tomorrow for me to bring it by?*

Go to step 5.

Create Experiences

There are multiple ways to “sample” dōTERRA. Stories are often potent enough to move people 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 OK 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 scheduled a time to find out more about your health 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 very 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 results in higher class attendance, enrollments, commitments to LRP, and beyond. The scripts below model ways to successfully 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? (gift package is 1-2 samples and a booklet)*

5 Sample

- Sample 1–2 needs for focused results.
- Give a two-day supply (approx. 15 drops).
- Sample their easiest health priority or a common oil for a more generic sample.
- Include a copy of *Healthy Can Be Simple* or a quick reference booklet.
- Show/tell them how to use the sample.

Get permission to follow up within 48 hours and get 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 a prospect 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 this dōTERRA Serenity® oil onto your temples and back of your neck. As you lay down, inhale deeply from the palms of your hands to experience a relaxing aroma to help you feel ready for sleep. I'll call you in two days to see how it goes. When is the best time to reach you?*

6 Set Expectations

Giving a prospect reasonable expectations for results when using a sample creates an environment where they feel comfortable exploring solutions together rather than risking dead-end disappointment. *Everyone has different body chemistry, so each person gets varying results. If the first oil you try does not give you the benefit 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 safer, natural, 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 appropriate response (scripts 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.
 - Discover: Do they need to use it for a few more days? Use it more often in a given day? Or use a different method?
 - Give them a new sample.
- Be patient and help them find a solution.

Remember how we talked about how everybody's body chemistry is different? 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 goes.

Call in the morning.

Did you have a chance to try the...yet?

Yes, tried it. Now follow the

Tried It scripts.

No, didn't try it.

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

Top Tip

If someone stops responding, assume they are focused elsewhere and start again:

Your world's probably been crazy. 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 them to a class.

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

No one wants a pushy sales pitch but everyone loves it when someone cares enough to share something amazing with them. Extend an invitation to learn more, ideally after a prospect has a positive personal experience with the product. Avoid mass invitations. Use the above tips and the 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 or the event.
- **Expert:** Come to learn with me. OR Come learn from guest presenter
- **Caring:** Show genuine interest or that you care about their needs.

Invite to a Class

After a positive personal essential oil experience or hearing 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 that the best next step for you would be to learn 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 seasonal challenges, tension) and I thought of you. I am teaching a short health workshop and I'd love for you to be my guest. It's at my house Thursday at 7:00 pm, or we can meet next week. What works best for you?

Giving two options greatly increases the chance a prospect will say yes. Provide or text 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 in person or online with people, 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 serve 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 prior to. *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 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 naturally. 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 that 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 natural health. 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, say ...
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, say ...
Then the next step is for us to get together. I set aside time each week to share what that looks 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 of my health-conscious friends to invite them to a short wellness workshop that moms have been coming to where they learn smart ways to take care of their family naturally using essential oils and other natural 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 health goals, suggest a few cool tips using essential oils and other natural 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 OK. 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 of my health-conscious friends and setting up a 30-minute visit to go over their health goals, suggest a few cool tips using essential oils and other natural products, and then show you 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 OK 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 open to setting up?

Ideal Share and Invite Timeline:



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

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

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.

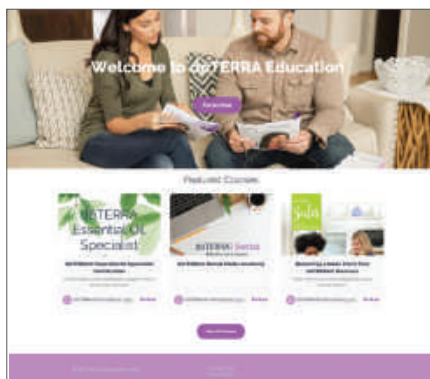
The best way to expand your *Names List* is to let others do it for you. Get people talking about the oils and the difference you are making so you can reach more people using the power of community connections.

Ways to Connect:

- Use social media and classes to feature testimonials. They sell the products, you connect the dots for the audience. 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. Either way, capture and share at later times when they serve.
- Seek and partner with influencers who love 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, 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.

Reach More People Through Social Media

Social media can be a powerful tool to reach more people and expand your influence. Learn how to confidently build online by tapping into the dōTERRA Social Media Academy. Go to training.doterra.com.



Ask for Referrals

Most builders tend to enroll their warm market or established relationships first. As these 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 would refer me to others you know who would benefit from the education and solutions I provide.

B. I'm so glad you are loving your oils. I also want you to 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 and 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 kit, 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 people 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 a vision of the life-changing products and income-producing opportunities 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 the context of this training is in a class setting. Adapt what you learn as needed and desired to work in a one-on-one or online setting.

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.

One-on-One

Creates an intimate and personalized presentation

Bring a class handout, essential oil reference guide, diffuser (if applicable), oils/samples to share (consider a portable oil sample case), any products that may meet the prospect's needs, etc.

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

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

3-Way Call

Provides the support and credibility of your upline

Mail or email the class handout in advance.

Coordinate the scheduled time between your upline and prospect.

Decide in advance who will initiate and lead the call.

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

Essential Oil Class

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

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

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.

Use participants' names during the presentation to personalize the experience.

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

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

Offer oil-infused refreshments after to encourage guests to mingle while you answer questions and assist with enrollments.

Virtual Presentation

Zoom calls or Facebook Live/FaceTime are flexible and easy ways to schedule and accommodate long distance prospects or more immediate classes or one-on-ones.

Mail or email the class handout in advance.

Ensure you and attendee(s) have needed logins, software/app and/or link as needed. This mitigates unnecessary distractions and time wasters.

Confirm a time for a follow-up conversation after your prospect has attended/watched the presentation.

Invite your prospect to enroll during that follow-up conversation.

Optional: Attend with Guests

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

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 > 7–10 attendees. Download the Class Attendee List from Empowered Success > Tools Library > Class Tools at doterra.com	
<input type="checkbox"/> Prepare Attendees Prior to Class	<ul style="list-style-type: none"> Share an oil experience. Give <i>Healthy Can Be Simple</i> booklet. 	<ul style="list-style-type: none"> Ensure a positive product experience prior to inviting. Follow the invitation script in the <i>Share</i> guide.
<input type="checkbox"/> Prepare Room	<ul style="list-style-type: none"> Use good lighting and well-ventilated area Put out a few chairs; bring 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"> Drinking water: add Lemon, Wild Orange, or Tangerine essential oil. 	<ul style="list-style-type: none"> Offer oil-infused snacks/treats (for ideas, see the dōTERRA blog). Serve after class so guests remain.
<input type="checkbox"/> Prepare Refreshments	<ul style="list-style-type: none"> Number of attendees: Number of enrollees: 	<ul style="list-style-type: none"> Number of classes booked: New builder(s) found:
<input type="checkbox"/> Prepare Story/Intro	<ul style="list-style-type: none"> Be sure the host has taken the time to prepare both their dōTERRA story and introduction of their guest presenter. 	

2 Presentation

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

3 Next Class

Invite guests to bring a friend to your next class.

Print additional Class Planner from [Empowered Success > Tools Library > Class Tools at doterra.com](#)

Host: Title: Presenter:
Date: Location:

Present with Confidence

Grow your confidence as you hone your presentation skills. Prepare yourself and your answers, allowing you to stay focused on the people you are serving. Be intentional about your results. Write down your goals for each presentation (e.g., # of enrollments, volume, classes booked, new builders found) and then do what is required to meet them.

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 percent 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, "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 home. 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.
- **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 words come more naturally in the moment.

Prepare for "what if . . ."

You feel unqualified to teach:

- You aren't the expert and you don't need to be.
- Let the handout and/or the 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.

Concerns over internal use:

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

Low attendance or no shows:

- Trust that whoever comes is perfect.
- Enjoy the opportunity to nurture the few who come.
- Review the inviting process and how it can be more effective in the future.
- If no one comes, use this valuable time to support refining the inviting processes and other training.

Someone brings up buying on Amazon:

- Safest way to obtain CPTG® oils is to get them right from the source where there is a guarantee of no adulteration.
- The benefits of a wholesale membership outweigh any small discount online (get up to 30 percent of purchases and shipping costs in free product credits).

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 value of wholesale membership and kit.
- Next time, prepare 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 income.
- 85 percent 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 presentations. If presenting with an upline, share what you know in advance.



Intro to Oils

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

The *Natural Solutions* class handout is a powerful and effective tool to deliver that message. No matter how a prospect is introduced, the goal is to build belief in the dōTERRA products. Guests get excited to use natural 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 that 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 Mins.)

Using the *Natural 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 their credibility by edifying them as a respected expert by introducing them 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 oils.
- 3** Generate more hosts, more classes, and recruit more builders.

Class Script



1 Welcome and Introduction

Welcome guests. Introduce who you are, what you do, and a brief story (1–2 min.) 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's health. Before I learned about dōTERRA, I was looking for a more natural way to sleep better. 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. I woke up feeling refreshed and well rested. 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/her for hosting the class. *I am so glad to have the opportunity to be here with you, and with _____ as our host. She is amazing, and I love her passion for using natural 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 health 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 afterwards. Some of you may also wonder about what I/we do as a dōTERRA Wellness Advocates. I/we have the most amazing job and if what I/we do interests you, please come speak to me after class. I will do a quick business overview for those of you interested in learning more.

How many of you want safe, effective, and affordable natural 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 symptom 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 Natural 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 symptomless, but to live well. And because the focus is on using safe, natural solutions, we have other options instead of 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, put a drop in the palms of your hands, rub them together, cup around your mouth and nose, and inhale (demonstrate). Now you try. Notice how you feel. The potency or concentration of an oil allows it to work immediately in your body, even by just smelling! That brings us to our next topics: what are essential oils and how do they work?

2 What are Essential Oils & How to Use Them

Explain: Essential Oils are Natural, Effective, and Safe

Take a look at the picture of this 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 the same benefit when we use their essential oils, which come from the bark, leaves, stem, flowers, or roots of plants. You may have someone read the bullet points.



There are three cool things mentioned here (point) that I want to point out.

First, dōTERRA oils are pure, natural, and safe. 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 safe for everyone to use—babies, children, adults, and the elderly. OK, that was our first cool thing about essential oils. Who can tell us what it was?

Reward whoever answers with a sample of another oil and share what it's good for.

Second, oils are effective. One example is their capacity to help our bodies combat threats. They have a remarkable way of hanging out both outside and inside our cells (point to the green and purple blobs on the cell image). These little blobs represent what our bodies have to deal with on an everyday basis. One of the greatest gifts of essential oils is their molecular size and make up. This allows them to pass through cell membranes to get to work quickly. The chemistry of essential oils is also very complex. Threats can't build up resistance to the many chemical compounds in oils. 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 how it can be used.

And third, essential oils are potent. It takes an enormous amount of plant matter 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 needed to make one drop! And look here (point), one drop is as potent, if not more so, than 28 cups of peppermint tea (point to the image)! So, what does that mean? You only need to use a little to get the job done, and essential oils are so affordable—only pennies per dose. One drop of Peppermint is about 7 cents. In our home, we can't afford NOT to use our natural solutions!

Let's try some Peppermint 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. We often use carrier oils 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 (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!

OK, that was our third cool thing about essential oils. Who can tell me the third cool thing? No pun intended by the way, LOL! Reward whoever answers with a sample of another oil and how it can be used.



Explain: dōTERRA is Safe and Pure

Next, let's talk about why quality matters. Dr. David Hill, our Founding Executive and first Chief Medical Officer, says, "An essential oil's most important characteristic is its purity."

All essential oils are NOT created equal. There are four 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 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). They are measured by the GRAS standard, Generally Regarded as Safe (point to green section of pie chart). This is a much higher standard required for internal use, but this grade is mainly used to just flavor food, again lacking therapeutic benefits.



The third grade is therapeutic (point to the purple section). You would think oils labeled "therapeutic" would be better quality. The problem with this category is therapeutic products are not well regulated. They are mainly employed for massage, aroma, or cosmetic use and have a low standard to pass to qualify for this category. This still leaves room for fillers, synthetics, and other contaminants to enter the picture. When it comes to your health, purity matters, and this grade is still questionable.

The dōTERRA founders saw a huge gap in the marketplace for pure oils. For these reasons, dōTERRA made it their mission to pursue what's pure and produce the best essential oils on the market. They set a new and unprecedented standard called CPTG Certified Pure Therapeutic 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 uses the FDA GRAS list as well as other criteria to ensure that many of their oils can be used for internal use. On every bottle of dōTERRA oil approved for internal use, you will see this Supplement Facts box (show a bottle with a Supplement Facts 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 the oils work with and for your body.

In summary, know this, any use of an oil is systemic. Whether synthetic or pure, aromas/scents 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.

Explain: How to Use dōTERRA Essential Oils

There are three main ways to use essential oils: aromatic, topical, and internal (point to each as you mention them). You already experienced at least one of these 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 affect mood. 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 answered with a 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/or PastTense® and invite to apply to an area of need) on tired muscles to relieve or soothe. I like to use oils on the bottom of the feet. When it comes to the little ones or those with sensitive skin or health issues, dilute the oils with Fractionated Coconut Oil (show bottle).

This doesn't change the effectiveness; it just takes a little longer to absorb. Ask the audience and let them answer: What do you think would be some of the best places/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, unlike other brands. What I am about to share does NOT mean someone should ever ingest grocery store oils! With dōTERRA, you can put them in your mouth, under your tongue, in water, drink them, or a lot of people love to put them in veggie capsules (show bottle).

Science continues to evolve, showing us that taking oils internally is a unique and powerful delivery system. They can affect virtually every body system, organ, and cell. Some favorite things to target are the gut, urinary, respiratory, and reproductive health and working with the skin from the inside out. You will learn more about this later in our continuing education classes. Invite someone to share a quick story about internal use. Reward the person who answered with a sample; share how it can be used.

3 Identify Health Priorities

Explain and Invite: What Are Your Top Health Priorities?

Now is my favorite part of the class. You get to write down your top health priorities so you can discover their essential oil solutions. Earlier I talked about how all you needed to take control of your health 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 such as: 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 health 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, like energy, happy moods, 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.

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



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 healthier daily habits—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.

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 symptom 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 PastTense® is the perfect way to help relieve tension. Maybe you felt a bit worn down after a long trip and need extra support with the dōTERRA On Guard® Plus capsules. There you go (point). Or the neighbor mows their lawn, and dōTERRA Breathe® helps provide feelings of clear breathing. 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 such as: My daughter is a great example. She used DigestZen® many times a day (point). Then she discovered DigestZen TerraZyme®, dōTERRA's digestive enzyme complex (point). By making it a habit to take it with meals, DigestZen® for her is now only for occasional use.

OK, 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 to use it when you can't move, the choice is yours. Wait until nighttime is a challenge and then start diffusing dōTERRA Serenity® (point)? Or make it a habit every night. And remember, dōTERRA has the best dōTERRA On Guard® Hand Sanitizing 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 relieve discomforts happening in the moment. And the middle 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 oils as they are suggested while you/others very briefly share a success story.

3. ARE YOU READY TO BE HEALTHY WITH DAILY HABITS?

LIFELONG VITALITY PACK® (LLV)
Maximum nutrition for energy, focus, relief, and well-being.

PRODUCT 30 DAY MONEY BACK GUARANTEE

Need more energy, less discomfort, and better moods to improve the quality of your life? Try these daily habits.

- dōTERRA LifeLong: 2 capsules each with morning and Vitality Pack: noon/week.
- DigestZen TerraZyme: Digestive support: 1-3 capsules each meal
- Franklinzyme: Cellular support: 2-3 drops under tongue any swallow
- dōTERRA On Guard: Infrared support: 2-3 drops in water
- dōTERRA Balance: Grounding: 2-3 drops on bottom of feet
- PH Assist®: Infrared defense: 1 capsule/day

12 BENEFITS:

- MICROPLEX VMa™: Bioavailable multivitamin and mineral
- ALPHA CR5™: Antioxidant, cellular energy, and longevity
- EO MEGA™: Omega 3-6-9 fatty acids and rare essential oils
- Antioxidant and DNA protection
- Eye, brain, nervous system function
- Liver function and digestive health
- More energy, and less discomfort
- Healthy & stressfully resilient
- Comprehensive nutrition
- Immune function
- Stress management
- Cardiovascular health

These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure, or prevent any disease.

In every class, find the right time to bring up dōTERRA LifeLong Vitality Pack® (e.g., when someone asks about how to have more energy, feel less discomfort after activity, or enhance their moods) and highlight the benefits. Share how these products are foundational to health when seeking most any kind of solution. Listen as health priorities are shared for one where dōTERRA LifeLong Vitality Pack® is 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 capacity to positively impact every body system by providing a full spectrum of vital building blocks to promote energy, health and vitality, and the necessary means by which essential oils work more efficiently.

OK, now look back at page 3 where you wrote down your health 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? . . . OK, so you want to work on . . . Perfect. 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. . . OK, anyone else have a suggestion for her? Yes! Go ahead and share . . . I love that idea! Share a brief example of how it helped you/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 teacher is coming up with suggestions is when each person thinks to themselves, "I can do this, too!"
- **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 health 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 on their own after class to help them choose a kit/make their first order. Two, it shows them how easy it is to find solutions on their own.

The most important thing for your attendees to know, as promised in the beginning, is that essential oils provide powerful, natural, safe solutions for them and their family. Next, keep your word by telling how to get the oils in their home.



Enroll Successfully

The only way to truly change lives and change your future is by getting dōTERRA 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 health by enrolling with a kit. Guide each on choosing the best option for them.



5 3 Ways to Buy

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

How fun to explore together your priorities and learn how to find dōTERRA solutions! Now let's talk about, as promised at the beginning, how to get them into your home. There are three ways to purchase dōTERRA essential oils.

Retail

The first way is retail. This is of course, the most expensive way to buy and is more typical in a retail setting, as 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.

Kit Options

Share a few details regarding kit options; invite to enroll.

As you have learned about the power of essential oils and how our health can be positively impacted by using them, you might be thinking, 'Wow, this is more than I imagined!' dōTERRA wants to support you along your essential oil journey. Our goal is to help you live a natural lifestyle so that when needs arise, you'll have enough dōTERRA products on hand to easily reach for natural solutions. That means you're going to need more than just one bottle of essential oils.

Knowing that, dōTERRA creates kits that are cheaper than buying essential oils individually. dōTERRA does research to know exactly what combination of products will work best for you, and then further discounts those products and makes your wholesale membership completely free when you buy the prepackaged kits. When you purchase a kit, you are getting started buying below wholesale right away, saving even more. If you add up the cost of all the products in any kit, the kit will always be less expensive. And, again, your membership then becomes free. Let's take a look at the kits.

Briefly introduce the kit(s) most appropriate for your class. Here are the most popular kits to get you started (point to handout). Let me tell you a few things about them.

- *The Natural Solutions Kit is my favorite because it is a true lifestyle kit, covering the scope of preparedness, self-care, and daily health habits. It's got the most important oils, a great diffuser, the amazing digestive enzymes and probiotics to support your gut, the incredible dōTERRA On Guard® products in things like soap, sanitizer, and even softgels, and finally the dōTERRA LifeLong Vitality Pack® supplement trio. Briefly share the benefits of LLV. This kit saves you \$250 off the wholesale price, so it's by far the most cost-effective way to get started.*
- *There is also the Daily Habits Kit which is like a mini lifestyle kit that includes the dōTERRA LifeLong Vitality Pack® supplements and all the oils used as part of a healthy daily routine and it's \$195.*
- *This is the Healthy Essentials Kit, which comes with 10 of the top oils, many of which we just talked about, and a lovely diffuser, all for only \$275.*
- *This is the Healthy Start Kit, more of a sample or travel size kit with 85 drops per bottle of the top 10 oils for \$150.*
- *Notice that the Healthy Essentials Kit has mostly the same oils but with 250 drops instead of 85 drops per bottle. That's triple the amount of oils for less than twice the price.*

These are your options. We are here to help you choose the kit that's best for you and your family.

6 Invite To Change Lives

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



3 Types of People—Who Will They Share With?

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



Customer

Sharer

Builder

Whose Lives Do You Want to Change?

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

The first type of person is excited to live a natural 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 loyal customer reward program.

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 oils this way from dōTERRA.

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 or even replace their income and experience more control over their time and finances.

If you are the second or the third type of person, please come talk to me after the class and I can help you get started. OR If you are the second or third type of person, stay after refreshments for a brief introduction on the joys of sharing and earning with dōTERRA.

Support Their Choice

Live

- Invite them to change their own life.
- Give a *Live* guide to every enrollee for their upcoming Wellness Consult. Everyone is a customer!
- Schedule their Wellness Consult within a week of them receiving their kit.

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.

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.

Recommended Enrollment

Wholesale Customer Kit of their choice

Let's find the kit that's best for you and yours.

Wellness Advocate Healthy Essentials or Daily Habits Kit

Let's find the kit that's best for you and yours and that allows you to share with those you love and make a difference in their lives as well.

Wellness Advocate Natural Solutions Kit

I recommend investing in a Natural Solutions Kit as others will naturally want to do what you did. It's important to experience a number of the dōTERRA products and understand the lifestyle as well as have extra to sample others.

Book Classes from Classes

Grow your network by inviting your attendees to host a class of their own. Make 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 children experiences occasional nausea while traveling, I can quickly give them DigestZen®. If I have a sad child or an overwhelmed spouse, Lavender is at my fingertips to help provide a calming aroma. When out to eat, I drop dōTERRA On Guard® onto the hands of my family members to clean 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. When we actually have 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 brings you to a place of sharing.
- 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 showing an excess number of items.
- Invite, after the class, to use a reference guide to look up solutions for the health 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 vs. 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 kit is best for you and your family and answer any questions you may have.

Pass out the reference guides. Have enough for the number of attendees.

Individual Attention

You need about 15 to 20 minutes after class to help everyone choose their kits. 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 health 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 oil(s) for each priority. Then suggest the kit that best fits their needs. *Here's what we're going to do: I suggest you start with the _____ kit. It has (name products). just what you need to start addressing your _____.* Share what you love about the kit 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 health priorities and how the kit provides specific support. Assume they have come prepared to buy and want to improve their health. *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.

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 kit 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 (in your back office), a link for each enrollment kit and then save those links so they are ready to share with enrollees.

Each enroller needs to create their own links and share with their individual attendee.

Option: Invite attendees to come back (after providing time for enrollments) to learn more about sharing dōTERRA products. See page 87–88 for details.

Top Enrolling Tips

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



Placement Strategy

Successful placement of your 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 for the purpose of supporting every new member you enroll. Use their first 14 days 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 enrollee 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 discover which one interests enrollees after experiencing 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 each where they will best thrive and be supported. Refer to page 108 for greater details on these roles.

Customer

- Primary interest is in using the products for their health and the health 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.

Builder

- Wants to create income.
- Enrolls as a Wellness Advocate.
- Commits to a 100PV+ LRP order monthly to receive commission.
- Tally to identify potential (pgs. 15–16)
- Probably scored higher on tally.

Identify What Kind of Builder They Are

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 the enrollee to dōTERRA. (Whose contact is it? Who invited them?)
- Receives Fast Start Bonuses on their new enrollee's purchases for their first 60 days after their enrollment.
- Works with Sponsor (if different) to predetermine who does Wellness Consult, follow-up, and other support.
- Enrollee counts for enroller's rank advancement (one per physical leg). They do not have to be on the frontline of that leg.
- Always keep enrollership on your enrollees until it makes sense to transfer to their sponsor or another builder for rank advancement.

Sponsor

- Person under whom the enrollee is directly placed (also referred to as their direct upline).
- Benefits from Power of 3 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 their first 14 days of enrollment via the back office.

To change someone's sponsor in their first 14 days:
[Back Office > Team > Sponsor Changes at doTERRA.com](#)

Where Should You Place Them?

Place each new enrollee 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 (e.g., perhaps they began with a larger network or previously established relationships).

Find Three

Ideally, you want to find 3 builders during your launch process. Continue to refer back to your *Names List* and *Success Tracker* and those you identified as potential builders. As it can take time to identify who they are (which is why the 14-day follow up is critical), use the strategy below to help support your Power of 3 Bonus and future rank goals structuring. Consider placing one or two customers on your frontline to support needed volume for your Power of 3 \$50 bonus qualifications.

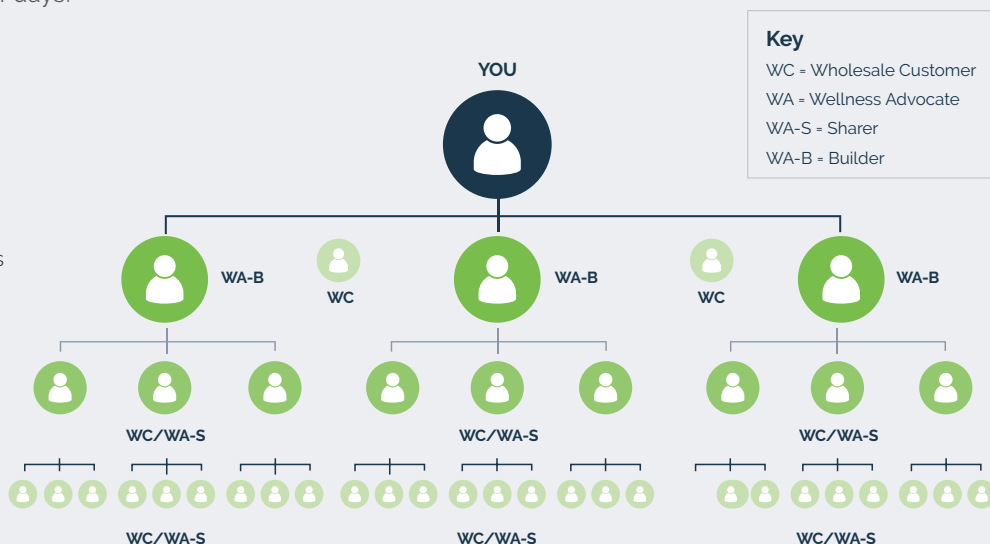
1. Enroll your business partners.
2. Place them, choosing long-term vision and success over short-term needs.
3. Move, if needed, within 14 days.

Ideal Structure

Level 1: Your Business Partners (Committed and Capable)

Level 2: Builders & Sharers (Committed and/or Capable)

Level 3: Customers+





Top Placement Tips

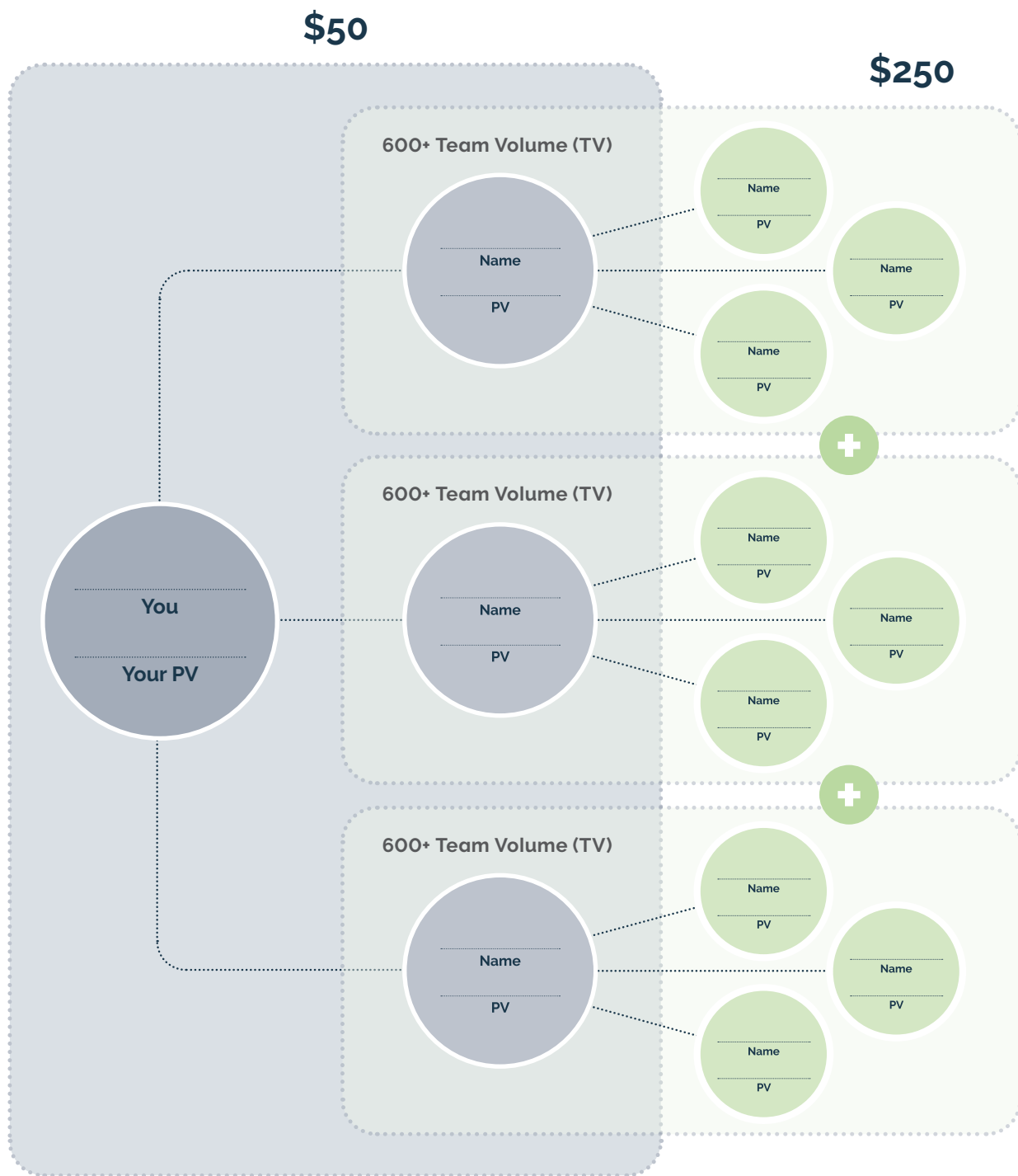
- **Place customers on a team where they may have similar interests or connect with others they already know or live near.** Based on the different columns of your *Names List* (pgs. 15–16), find ways to place people where they can best support each other. You could create a family leg, a common friend's 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 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 in choosing someone (like a trusted family member) temporarily that you could swap out for a qualified builder/business partner later.**
- **Remember the following in regard to Wholesale Customers:**
 - You can move and/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 100 PV order within 14 days of upgrading. You then have 14 days from the date of their enrollment to decide where to place them.

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 \$250 Planner

As you structure for future rank with your business partners and their business partners, you are naturally working toward your Power of 3 \$250 Bonus. Achieve 600+ Team Volume (TV) per four person box (also includes any other frontline volume). Each of the four per box need a minimum 100 PV LRP order.

When ready to build toward your Power of 3 \$1500 Bonus, use the planner at: doterra.com > *Empowered Success* > *Tools Library* > *Train Tools* > *Power of 3 Planner*.





GoTERRA
ALPHA CRS+
CELLULAR VITALITY COMPLEX
Dietary Supplement

Wellness Coach

Reach your wellness goals

Personalized 12 V

12 WEEK



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

This is an ideal pace. Adjust as needed to meet your customers' needs. Duplication begins by engaging in timely follow-up with your own enrollees and then continues as your builders learn to do the same. 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.

Enroll



While waiting for kit to arrive:

- Begin text/email sequence welcome letter/drip campaign.
- Schedule Wellness Consult when they enroll and excitement is high. Set for shortly after their kit will arrive. Give *Live* guide at time of scheduling.

Because you're investing in your health, I want to invest in you and give you the best tips on how to use your products. Our next step is to set up a call, where in about 30 minutes you will walk away with a wellness plan, knowing how to order and receive bonus products, and find solutions anytime. How does that sound to you? . . .

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 health priorities! In preparation for our call, you'll want to watch the first video at the top of the 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)

3–10 days after their product has arrived, conduct a Wellness Consult (30–60 mins.) to help every new member:

- Connect products to health priorities
- Integrate dōTERRA into their lifestyle
- Set up a Daily Wellness Plan
- Maximize membership through LRP
- Log in to place/change orders
- Connect to resources and community
- Then invite to share and build:
 - Stir interest in hosting rewards
 - Share how to earn product for free

Track 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, sharing how the dōTERRA products support reaching wellness goals and living an empowered life.
- Build trusting relationships by keeping your word and doing the follow-up within the timeframe promised. Use a proven system to track reminders.

Every month

- Communicate about specials and incentives
- Share tips and new product announcements
- Promote continuing education opportunities and/or provide drip campaigns. (see pgs. 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

(e.g., every 60–90 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 and grow 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/email).
- ✓ Answer any questions about the product they have.
- ✓ Have them rate themselves (*Live* guide pg. 3).
- ✓ Quickly expose them to the dōTERRA lifestyle (*Live* guide pg. 4–12).
- ✓ Invite them to create their wish list (*Live* guide pg. 13–15).



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▶

- ✓ Complete the Wellness Consult (*Live* guide pg. 16).
- ✓ Brainstorm their 90-day plan and next three loyalty rewards orders.
- ✓ Get customers excited about getting their wellness delivered at the best price with LRP.
- ✓ Teach about LRP; show how to log into the back office to set up their first order and adjust future orders.



3 Connect to Resources

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



Are you interested in earning FREE product 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!

Learn more at:

dōterra.com > Empowered Success





Resolve Concerns

If a customer brings up a concern about a product that didn't give them the results they wanted, listen and then make a suggestion(s) to help them discover how to adjust to achieve their desired results. Use the following to fine tune the process and help them have a positive experience:

Need More Essential Oils:

Try small amounts of oils more frequently. For some concerns, try 1–2 drops every 1–2 hours. For other concerns, try 1–3+ uses daily for a month or longer until desired results are achieved or to re-evaluate progress.

Something Blocking Effects:

Reduce the consumption of or exposure to toxins, harmful or synthetic substances, and anti-nutrients like sugar, caffeine, or processed foods. Any of these can weaken immunity, distract the body's energy away from health projects, and reduce the effects of the essential oils. Dehydration, high levels of stress, and lack of sleep can also have a major impact on results.

Try a Different Solution:

What works for one person may not work for another. Everyone's body chemistry is different and the ability to cater to that is one of the greatest advantages of essential oil use. Encourage them to try different things until the right solution is found. Also consider the emotional roots of a physical condition. What we think and believe has direct impact on our biological processes. Consider recommending emotional support to improve the level and speed of results.

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 of them. Continuing education can occur online, in person, or in a recorded format.

Why Continuing Ed?

- Build belief in product
- Change lives
- Encourage consistent LRP ordering
- Create 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/customers interested in a particular topic.
- Invite builders who want to learn more.



Classes

Utilize 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 pre-made 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 Include:

- Daily Health Habits with LLV
- Cooking with Essential Oils
- Children's Health
- Optimizing Weight
- Living with Energy & Vitality
- Exercise & Movement
- Create Restful Sleep
- Emotional Aromatherapy



- 28-day Detox
- Toxin-free Skin, Hair, Body Care
- Green Cleaning
- Be Prepared for Anything
- Body System Targeted Support

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
- 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.

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



Online Resources

Team

Utilize the superb product education provided for you and your customers by your upline. This may be 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):

Discover > Product Education:

- Discover Solutions
- Empowered Life
- Essential Oil Certification
- Science of Essential Oils

Essential Oil Resources > eBooks:

- eBooks
- Podcasts



Essential Oil User Gatherings

Invite customers to get together and experience a sense of community while exploring creative ways to use their oils and products. Keep it fun and simple. Invite attendees to share experiences, favorite tips, recipes, and 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 rotating hosts.



Nurture Customers

Cultivate a vibrant community of essential oil users. One of the very 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 a customer's experience is a powerful way to support their long-term health and wellness goals.

Consider those in your care and look in your back office and assess where needs might exist. Use one or more of the following scripts below to focus the purpose of a customer support conversation. Chat at first to establish a connection. Most importantly, ask questions to discover unmet needs.

Discover Needs

- Don't know how to use their product.
- 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/offer solutions: . . . *to see if you have any specific questions about how to use your products or have any health priorities you are hoping to solve right now?* Listen and offer relevant solutions.

B. Follow up on progress/offer solutions:
. . . I would love to hear how you are enjoying your products and what is working for you! Affirm their positive experiences, relating other suggestions to them.

A. *I love DigestZen® too! Have you tried the tabs or 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 dōTERRA Balance® as well!*

2 Add Value

Use Add-on Scripts as desired (see next page).

3 Wrap Up

Ok great! I loved having 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., joined to our FB group). Please feel free to reach out to me directly with any questions!

Know Your Retention Rate

Track customer activity and retention rate in your back office:

My Office > Quick Reports

My Office > 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 notification 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 _____@ _____ (e.g., Tues @ 7pm) for a Zoom call. I'll send you the link. OR at _____ (e.g., my home).

B. We broadcast live every _____@ _____ (e.g., Weds. @ 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 have it all online so you can access all the classes anytime. Just go to our _____ (e.g., team website or FB group) and its under _____ (e.g., ___ tab, or Units). 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, OK, I have down here you are going to place your order set for 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., oil, or AromaTouch Technique® session) to any of my customers who place a 100+ PV LRP order this month in appreciation for your continuing trust. Is that something you would use or enjoy? . . . Great! I'll text/email 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 I bet you've thought of others who would benefit from them too. Would you consider hosting a class? 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 I 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 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. 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? 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 timely and effective manners. 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, 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 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, . . .

Haven't ordered in a while 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, . . .

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 percent back on everything you buy in free product. It's easy to change or cancel your order anytime. Would you like more details and help setting up your Loyalty Rewards Order?

On LRP but credit card not processing

. . . at one point you had set up a Loyalty Rewards 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, . . .

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 health 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 kit you got started with _____ (only ask if you don't know and/or it's been too long to look up in the back office)? Awe, yes! Wonderful! Sometimes when people first get their oils, they're not sure how to use them. The purpose of your Wellness Consult is to help you utilize 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 serve if we reviewed your Daily Wellness Plan and make sure you are feeling confident in how to use that you have.*

I would love to get that scheduled with you! How does _____ or _____ (day) @ _____(time) work for you? . . . Great! And then, 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 to that time together prepared so I'd love to send you a link to watch beforehand (e.g., the Live guide video at doterra.com). Would that interest you? . . . Great!

Would you prefer I text or email you the link? . . . OK! 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 meaningful work 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, 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 recruiting mindset tips to successfully find and recruit 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 them to corporate/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 effectively 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 such as 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 them 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.*
- Once they affirm interest, invite your prospect to learn more at a 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 _____ (uplines's WHY/area of interest/background) and a _____ (upline's rank) in dōTERRA. She is so incredible and she's 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®, Co-Impact Sourcing®, dōTERRA Healing Hands Foundation®).

Are you open to watching a video or two sharing what we are about? Our mission is so profound and global, yet so personal. I can't get you off my mind.

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 more customized.

Agenda:

- Ask discovery questions
- Identify needs
- Determine prospect's pain points
- 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 up-and-coming 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 the 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 know to help you connect with their contacts. Who do they know who is seeking an opportunity like dōTERRA?

So often during causal conversation, awareness arises when individuals 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. Utilize the scripts below to help stir the right conversations where 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 natural solutions lifestyle, or how dōTERRA is your vehicle for creating more in your life. While connecting, share something like: *My dream is to be part of a movement of bringing hope and health to homes and lives by teaching others to use dōTERRA products in their everyday life, 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/we would love to share with you about how to get your products paid for, as well as supplement and increase your income. Come talk to me/us 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 (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 of those they want to invite (e.g., 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, conduct Wellness Consults, and provide 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 natural health, 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 who this might be a fit for?

B. *I am currently partnering with an award-winning, billion-dollar wellness company, dōTERRA International, in expanding the influence and power of essential oils in millions of lives across the globe.*

Each year more than 30,000 like-minded Wellness Advocates, like myself, attend their 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 their lives where, whether because of economic changes, or even looking for a more purposeful way of serving, 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 it 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. 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 health in the hands of others? I do the most amazing thing. I teach people how they can take control of their own health.*

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

If it so happens you get asked **What do 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 have awareness of what they do, you can cater your response:

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

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

How about you? Do you have a health/financial priority you're focused on?

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

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

The goal is, that upon sharing your statement, the other person asks you: **Oh, really how does that work?** Then your answer can be something like those just above or something more generic like: *I work with people who want safe, natural, effective solutions as they take care of their family's wellness.. Do you know much about essential oils or natural health?*

If their answer is **No, I don't. Tell me more**, 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 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 the class, focus on what matters most to your audience by asking questions (see 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.

One 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 to solidify commitments via a 3-way call with your upline (as outlined on page 82) or during their Intro to Launch Strategy Session. To keep up the flow in your pipeline, present at least one Intro to Build per week. Keep the presentation simple, duplicable, and tailored to your prospects. Use the script that follows to guide successful presentations.



Purpose

- Gather people, listen to their needs, expose them to the dōTERRA opportunity.
- Focus on needs of attendees; know 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. 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.)

Using the *Build* Guide Handout



5 mins



1 Welcome Builder

Open, edify and introduce guest presenter.

Guest Presenter.

Edify host, share story.



5 mins



2 Why a Pipeline

Buckets vs. Pipeline story. Learn about their situation.



5 mins



3 Why dōTERRA



5–10 mins



4 Generous Compensation

Explain or show video.



5 mins



5 Invite to Dream



5 mins



6 Choose Path

Intro to share and earn.



5 mins



7 What It Takes



5–10 mins

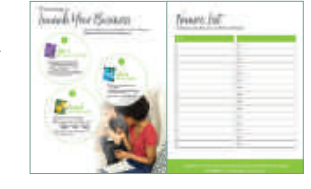


8 Q&A

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, 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 them or assure you will answer later.*
- 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., health, 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, health, 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, role-play this with your upline mentor or family members. Practice to make the presentation yours.



You Talk

Be authentic when you connect their 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 we can, is we have for ____ (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 (e.g., your background, what wasn't working about it, how dōTERRA saved the day, 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 them most (e.g., mission to bring essential oils into homes, self-directed healthcare, amazing compensation, most tested and most trusted CPTG® quality, extraordinary company values and leadership, global initiatives like dōTERRA Healing Hands Foundation® and Co-Impact Sourcing®). *Is there anything else you need or want to know in order to move forward in building a business with dōTERRA?* Express confidence that they can create the life they desire.



4 Generous Compensation

Highlight the four ways to earn with dōTERRA and overall earning potential. Use 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 Path

Invite them to engage at the level that is right for them. *Let's take a look 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, 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 in 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, 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, have them 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 health?* Use scripts from pages 54–59 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.

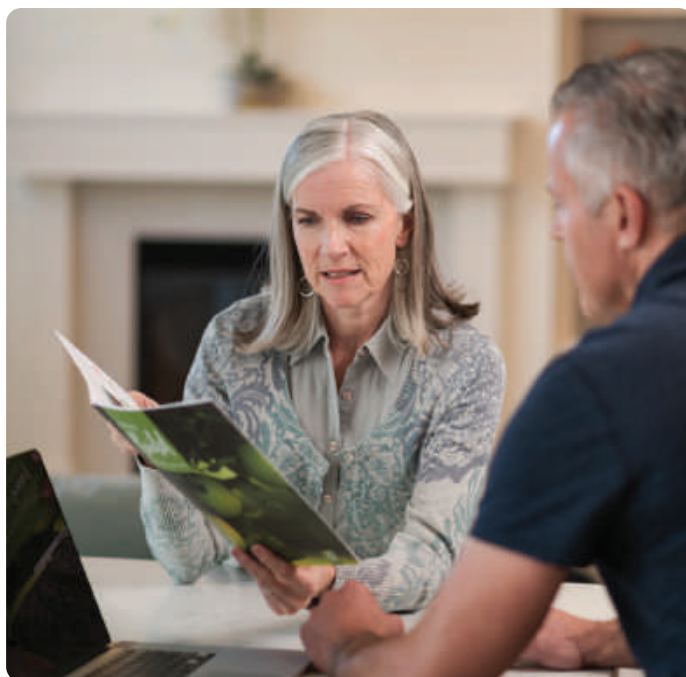
Thank you for this time and I am looking forward to working together.

If there is an upline presenter, they edify and turn it back to you.

A. If the invitee has yet to enroll, next share a short Intro to Oils class in order to offer kit 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 kit. Then you are ready to launch your business!

B. If they are already enrolled, go to Step 2 on pg. 10 of *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 success. Enrolling builders can make growth happen exponentially! Although a high percentage begin as customers and at some point choose to grow a business, there are many who successfully begin as a builder. 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 builder with their first three to four presentations, as well as other first interactions. Train them to hold powerful presentations by modeling how it's done. Allow them 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

Pre Launch

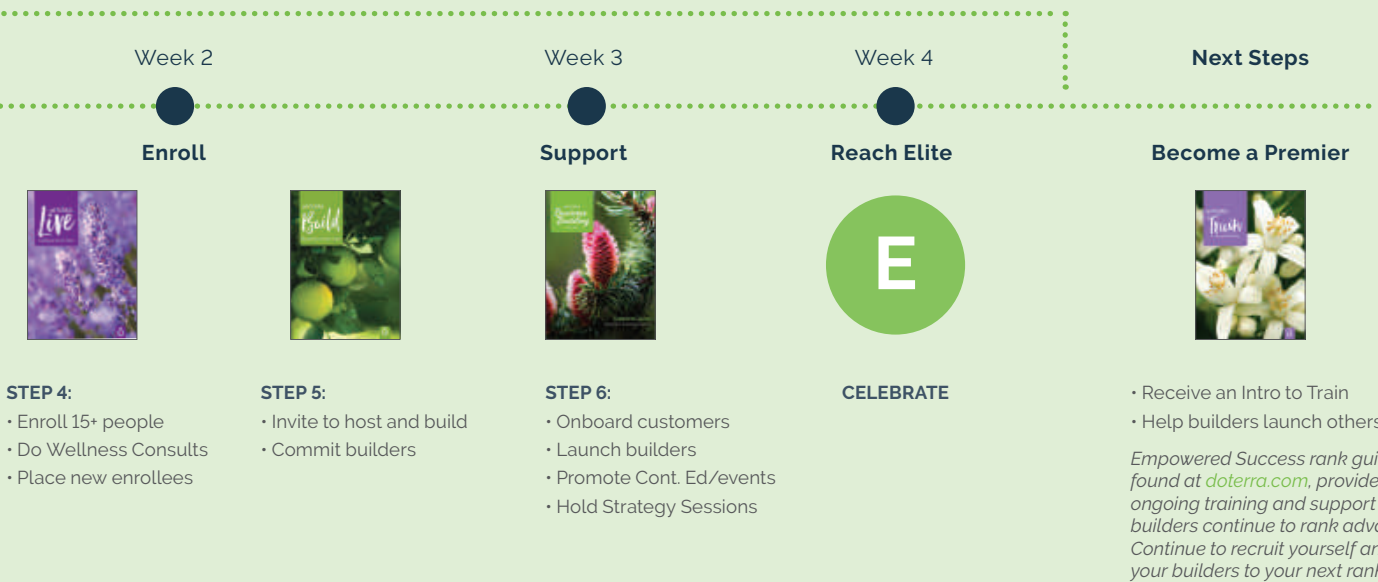




Top Tip

As you enroll new people, consider placing some under your committed 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, not 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, then 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



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 and embrace this amazing growth process.

Top Tips

- Schedule regular Strategy Sessions** with your builders via phone or Zoom.
- Receive their Strategy Check-In** before the call. Focus on the Vital Action Steps and how to execute them effectively.
- Invite your upline mentor to join you** on your first few calls.
- 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.
- Bring your best self.** Create big value in small pockets of time. Develop a relationship of trust by keeping confidences and commitments.
- Edify and encourage.** Highlight their gifts and brilliance.
- Refer them to personal development and training** to support in overcoming limiting beliefs and increasing skills.
- Recognize success** during Strategy Sessions as well as partner with your upline to do so during team events/calls, etc.



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 previous week. Identify where breakdown is happening and focus mentoring on the one thing that is most important (e.g., skill mastery on inviting or enrolling). Set PIPES goal 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.

A young woman with blonde hair, wearing a blue button-down shirt, is smiling and pointing at a tablet computer. She is sitting at a table with another person whose face is partially visible in the foreground. The background is a wall with many small, round, brown objects hanging on it.

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 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 successful growth of your dōTERRA business.

By engaging in building a financial pipeline, you can create the freedom 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 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
- Give more service
- 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, spend time, grow, and expand with?

Money

How would financial control and prosperity look and manifest in your life and lifestyle?

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?

Spititual

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 a new future as if 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 to grow you as a person, builder, and leader. Below are ideas to stimulate your thoughts on ways 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.



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



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



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



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



PRACTICE role-playing or a scripted presentation which 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, power point, outlines, graphs/charts
- Hear it** – Said or read out loud, verbal instructions, discussions, repeat it back, or role-play
- 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; note taking
- Think about it** – Need time to mull it over, ponder, 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 3 statements from your list of affirmations and write them in a journal. Use the list to remind yourself your truth about your responsibility growth and your future.

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



Learn To Be Your Best

Join tens of thousands of Wellness Advocates to learn more about your unique strengths through Empowered You, a specialized training created in partnership with Gallup and dedicated to empowering dōTERRA business builders to live their strengths.

Leverage the training by first taking the Clifton StrengthsFinder 2.0 Assessment to identify your specific talent themes. Learn more at: dotterra.com > *Empowered Success* > *Empowered You*



The dōTERRA Strengths Guide is designed to encourage you to engage in each PIPES activities using your unique strengths.

In conjunction with the guide, use the Empowered You videos to individualize your personal development and take your PIPES actions to a whole new level.

As you discover more through the Strengths movement, learn to discern the difference between principles and best practices. Best practices are people doing things their way. Principles are proven, enduring, and unchanging and can be applied to any situation. They are the truths behind the practices.

When observing what's working in a situation, deconstruct success by searching for the principles at play that made the difference. Because people don't duplicate but processes do, choose to be yourself, putting your talents and abilities to work while following what's necessary to create results.


Grow Your Way

Create a team culture focused on what's right with you and those around you. The best culture motivates you to aim your strengths at actions designed to advance your business. Trusting in and claiming who you are is a critical component of leadership. Grow your team in a way that is authentically you.

In what areas do you really shine?

Which of those strengths do you want to have the biggest impact on your success?



A woman with long dark hair, wearing a white blazer, is sitting at a desk. She is looking off to the side with a thoughtful expression, her hand resting on her chin. In front of her is a laptop and a white coffee cup. The background is dark and out of focus, showing a desk lamp.

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

Andy Stanley

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 say repeatedly has powerful impact on 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 sub-conscious 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 earn \$ _____ monthly through my dōTERRA business.
- I am a _____ (rank) on or before _____ (date).

In exchange for this rank and income, 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.





Appendix

Additional Resources

Learn wider, grow wiser!



Israelmore Ayivor

Compensation Plan

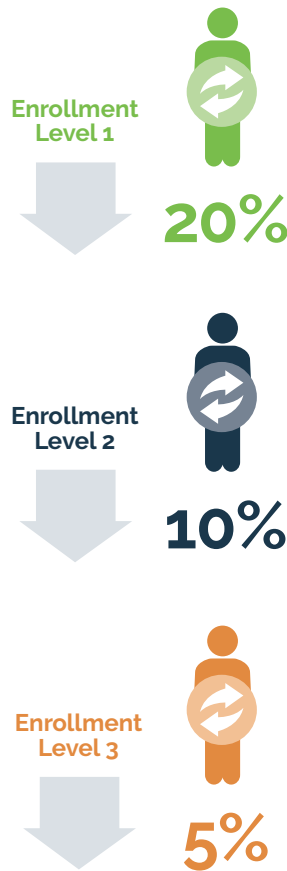
Retail Profit Paid Monthly

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



Fast Start Bonus Paid Weekly

Paid on a new enrollee's PV for their first 60 days. Each enroller must have a 100 PV Loyalty Rewards order template to participate.



Power of 3 Paid Monthly

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



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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Leadership Pools

By qualifying at tops ranks, Wellness Advocates can earn a percentage of dōTERRA's global commissionable volume. Shares are earned in the pools each month that the qualifying rank title is achieved and maintained.

Leadership Pools (paid monthly on compressed organizational volume)

Paid as Title	Premier	Silver	Gold	Platinum	Diamond	Blue Diamond	Presidential Diamond
	Leadership Performance Pool						
# of shares	1	5	10		1	2	3
Additional Shares	1+	1+	1+		1+	1+	1+
	2%						
	Empowerment Pool						
	1 share per 100 PV enrollment						
# of possible shares	1	1	2	# of shares	Diamond Pool	Blue Diamond Pool	Presidential Diamond Pool
		1.25%			3	3	3
				Additional Shares	1+	1+	1+
					1%	1%	1%

Empowerment Pool: Each Silver and Premier who personally enroll a wholesale member with 100 PV that month will receive one share. Each Gold is eligible for up to two shares. Golds receive one share when they personally enroll one wholesale member with 100 PV, and two shares when they enroll two or more.

Leadership Pool: Each Silver earns one share, each Gold earns five shares, and each Platinum earns ten shares.

Diamond Performance Pool: Each Diamond earns one share, each Blue Diamond earns two shares, each Presidential Diamond earns three shares.

Diamond Pool: Each Diamond receives three shares.

Blue Diamond Pool: Each Blue Diamond receives three shares.

Presidential Pool: Each Presidential Diamond receives three shares.

Additional Shares: Wellness Advocates can earn additional shares of the pool for which they qualify by helping their personally enrolled Wellness Advocates advance to Elite (Leadership Performance Pool), Premier (Diamond Performance Pool, Diamond Pool, and Blue Diamond Pool), and Silver (Presidential Diamond Pool). Personally enrolled Wellness Advocates must be first-time qualifiers. There is no limit to how many additional shares can be earned.

*Legs must be personally enrolled.

dōTERRA Roles

Each person chooses how they will 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 as needed.

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, as needed, 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 health 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 percent back in free product.
- I can choose to take advantage of:
 - 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 own and others' wellness goals and priorities.
- I enjoy helping others find hope and health with dōTERRA.
- I am happy to host an event or two and share my experiences to help others find new health options with dōTERRA.
- I naturally support others as I share with them.
- I am interested in earning enough to pay for my monthly order.
- When those I share with purchase in their first 60 days, I can earn a 20 percent Fast Start Bonus when I have a qualifying 100+ PV LRP order and hold their enrollership.
- As I give support to those I've shared with, I can earn a monthly Power of 3 \$250 Bonus by correctly structuring my customers.

In addition to being a dōTERRA Sharer...

Builder Wellness Advocate

- I'm 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 receive Unilevel and Performance Pool Bonuses.

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 health and wellness and use my influence/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/at regular trainings.
- I am committed to helping others earn an 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+ 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.



The Black Spruce *(Front Cover Image)*

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 a dōTERRA Wellness Advocate 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, Black Spruce 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. Next step is the *Train* guide!

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

