

# Alone Together

- Getting creative about serving
- Yoga teachers, note from chiropractor, personal trainers,
- Suzanne Jeffries



**Before  
Quarantine**



**After  
Quarantine**

If your New Year's resolution(s) included Getting Healthy and/or Losing Weight and now being home because of COVID-19 might just derail that progress, then you should join us for our 30-day April Challenge!

Back To The Basics...Healthy Weight Loss...Healthy Living...SIMPLE, Clean Eating...truly back to the BASICS!

Choosing better health, healthier weight and a balanced lifestyle. No gimmicks, myths or fads here. Just good clean Shaklee nutrition and wholesome food for the body and realistic healthy tips.

Are you ready to have a plan to get back on track?      Jessica Wurtsbaugh

**Me after I eat all of  
my quarantine  
snacks in one night**



**Me in Quarantine**



**BEFORE**



**AFTER**



One roll  
safely  
hidden  
from  
anyone  
under the  
age of 40

Parents  
Trying to  
navigate  
home  
schooling

Thanks Jessica  
Wurtsbaugh

**I HAVE NO IDEA**



**WHAT I'M DOING**

*It's not how much we give ...  
It's how much love we put into the giving.*

Mother Teresa

## Message from Roger Barnett...

I worry deeply about the economic impact of our actions to slow the spread of the virus. I worry especially about the millions of mostly hourly workers who will no longer have employment in the near future. Those of us who have must share.

And this brings me back to our mission. We can't control the virus, but we can help people be their healthiest. We can offer products that are proven to help with immunity. We can offer people perfectly balanced, long-shelf-life meals. We can offer ways to clean your hands and kill viruses. We can't stop the closure of business, but we can offer people an opportunity to earn some extra money in a totally digital manner. We can provide community, coaching, and support through social media and video calls. We can do a lot.

There are many times in life when we are confronted with choices. This is one of those times. Lead during this moment. Take a proactive view of helping yourself and your communities. And please know, that as 2 million members of the Shaklee Family around the world, we are strong and can make a meaningful difference in the lives of millions more.

Thank you for all that you do every day to make the world a better place.

Now is our time ..



- To build on all the history .. All the accomplishments .. All the heritage .. and now create the next chapter of the Shaklee Story ..
- To think about what role will we play ....
- What sense of purpose and mission will we carry within ourselves .. Just as Dr Shaklee did .. And Roger does today...
- What is the mission of our business .. What do we want to create with our life
- And let' s adopt the tenacity and conviction and commitment of the courageous and inspired leaders who have gone before us ..

A microscopic view of several spherical virus particles, likely coronaviruses, with a yellowish surface and numerous red, triangular spikes. The background is a soft, out-of-focus purple and pink hue.

# Our Time to Rise and Lead

Thursday March 19, 2020  
7:30 pm central

## Review Last Week -- Customer Care

J and B

- Benefits Appointments ... now seeing why so important
- Shaklee deluged with not only current customers .. but customers coming back .. for both products and even business .. That's why those who have mature businesses are swamped right now .. Trust and Quality.
- 10 years from now .. You will have hundreds of customers .. And some will be currently active and some will be less active.. But the level of service you provide will make them feel connected to you forever.
- A perfect opportunity to serve our customers now ...addressing their concerns ..  
Both nutritional and emotional
- And in times of challenge .. People want quality .. And when you ingrained that in them when they first joined .. They remember ... And they come back ..

## Objectives today – pausing for an important discussion

- We are in the middle of our 8 Weeks to Director Training... the purpose to help every attendee advance in rank ... beginning with new distributors to advance to Director.
- Pause – this week to address the looming pandemic

J & b

To give you tools and languaging and approaches to help you reach out in a gentle, caring, authentic, helpful way .. Without a sales pitch ..without offending or intruding ... To help assuage the anxiety so many are feeling ..

To discuss the role of the leader in challenging times ..

To review talking points on a few of the products particularly useful now

To learn how to Open with questions ... and Close with options

To understand how to support our customers .. With both products and business options.



Now is a time for those who can, to help...  
And those who have the means, to share.

# It is Our Time to Rise and Lead

SHAKLEE MISSION –

Our company's mission is to change health care in the US  
from Sick Care to Well Care

This is why we exist – to help people have a healthier life  
and a better life.

Our job now is to help build people's preparedness

**This is our time to shine... reach out  
with kindness, compassion and answers.**

So much information and misinformation .. Good reference  
is Johns Hopkins School of Public Health website

lisa

Now is the time for connection...  
And a time to be careful how we connect

## 4 Objectives for Every Contact

lisa

- Build relationships
- Recommending products to meet people's needs
- Offering to reach out to referrals.. Especially people feeling anxious
- Offering possible financial options regarding our business model.

People are experiencing 2 fears right now ....Fear of the virus  
Fear of loss of income

# AVOID FB posts using “ Corona or Covid-19

- This is a time for personal phone calls and messages
- FaceBook and FDA are looking for Corona posts ... and they forbid any claims to” treat, cure or prevent” in social media ..

We need to protect the company... and our businesses

francine

The image displays a collage of promotional banners for GNC products, primarily focused on immune support. The banners include:

- THE BEST DEFENSE IS A STRONG IMMUNE SYSTEM:** Promotes Vitamin C and Liquid IV.1.
- BOGO 50% OFF:** Promotes Hydrate Well & save on Liquid IV.1.
- IMMUNE SUPPORT BUNDLE:** Promotes Vitamin C, probiotic, and zinc bundles.
- ZINC Ultra Zinc Lozenges:** Promotes Zinc as an essential mineral that requires daily intake and promotes general health and wellbeing.
- PROBIOTIC COMPLEX:** Promotes probiotics to support a healthy immune system.
- PROBIOTIC COMPLEX for kids:** Promotes probiotics for children.
- OUR IMMUNE TEAM READY?:** Promotes immune support with a woman in a red shirt.

Each banner includes a 'SHOP NOW' button and a 'FIND LOCAL GNC' button.

INTRODUCING THE  
**IMMUNITY POWER PACK**

A strong immune system needs powerful nutrition. Get a complete nutritional boost to support your natural defense system and overall health.\*

SKU # 89548 | SRP: \$211.75 | MP: \$180



**LIFE SHAKE™:** Healthy immune-supporting meal replacement packed with 20 g protein and 23 essential vitamins and minerals.

**VITALIZER™:** Daily nutritional boost to build a strong immune system with zinc, vitamins A, C, D, and more.\*

**STRESS RELIEF COMPLEX™:** Help manage your body's reaction to stress that can have a negative effect on immunity.\*

**OPTIFLORA® Di:** Clinically proven for immune health. Adds "good" bacteria to our gut, supporting immune health.\*

ORDER TODAY  
& RECEIVE  
FREE SHIPPING! 

**#89548**

We stand behind our products with a **100% money-back guarantee**—no questions asked.



†For Preferred Members

\*Gil HS, Rutherford KJ, Cross ML, Gopal PK. Enhancement of immunity in the elderly by dietary supplementation with the probiotic *Lactobacillus lactus* JN0109. Am J Clin Nutr. 2001 Dec; 74(6):1203-9.

\*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.

©2020 Shaklee Corporation. Distributed by Shaklee Corporation, Pleasanton, CA 94588. 20-0176

francine

As we all know, a strong immune system needs powerful nutrition. Here's a complete nutritional boost to support your natural defense system and overall health.  
Products Included:

**Vitalizer™** - customizable for all options

**Life Shake™** 15 svg - customizable for flavor and protein

**Optiflora® Di**

**Stress Relief Complex**

Bundle Details: #89548

SRP \$211.75 | MP \$180 | PV 124 ( \$4 savings-ish )

Qualifies for Free Shipping for Preferred Members

Not available to be placed on AutoShip

Please note this is US only.

Without bundle \$184.85 and 127.10 PV with Womens Vitalizer



## How to deal with back orders – leaders set the tone

Place orders now to get in line ...

- Product Availability tab on landing page of Shaklee.com
- Shaklee is ramping up production and inventory  
( already sold 50% beyond projections, sales up 45% just half way through the month, increasing hiring, sanitation procedures slow things a bit )

- Offer explanations ..not excuses ...
- Order 4 ounce squeeze bottles to share a little bit of Basic G temporarily

In the meantime

- Vitalizer --
- Protein
- Especially Prove It Challenge
- Keep sharing despite back orders .. Eventually they will get filled . lisa

# Review the immunity products ...

- Hand Wash ... with dispenser – does not dry hands like alcohol sanitizers and soap
- Basic G ... with spray bottle makes 64 GALLONS germ-killing cleaner
- Optiflora – 80% of immune system in gut
- Nutriferon
- Vita C
- Vitalized Immunity
- Garlic
- Zinc
- Prove It Challenge
- Life Shake .. Long shelf life complete nutritional meal for pantry supply
- Vitalizer
- Stress Relief Complex

Lisa & francine

## Why Prove It Challenge is Good Starting Place

- In 30 days, people can see what a difference paying attention to better nutrition can make in their health and energy... and immunity.
  - Changing eating habits is hard ... This is an easy way to learn how to incorporate more vegetables in to our diets ..
  - It helps kick the sugar and carbohydrate cravings .
  - It is economical as the company underwrites the starting kit of \$159 .. Which gives you the Vitalizer daily vitamin strips, daily protein Life Shake and then the 7 Day Healthy Cleanse.
  - The 7 Day Healthy Cleanse guides you to eating basically unlimited vegetables for 7 days ... along with a carefully selected packet of herbs to take daily.
- lisa

## Creating an online community of support -- Francine

- Francine asked ---How do we love our world the best way we can
- Created My Happy Place .. Online community for work outs, encouragement, recipes, tips, related to physical and mental health ..
- 100 people already
- Caring for others starts with ourselves
- Building our bodies and health up now ... and long term ..

People Want To Be Part of A  
Community of Meaning



# What NOT to do ... Don't POUNCE

- Call to learn how they are .. And what they need...
- We want to be sensitive to what they are feeling .. If fearful, we will want to be the voice of calm .. with a plan of how to be proactive
- If financial concerns.. ( many are losing their life savings .. as well as their jobs ) ... offer products with their budget in mind.

## And what about the Business Conversation ...

*Would it be helpful to hear a little about how home businesses work?*

*“I remember hearing stories back during the Recession of 2008 .. How many people avoided bankruptcy or foreclosure because years ago they had started a little Shaklee business on the side.”*

Tom Mangan, Mortgage Banker –

Most foreclosures could be avoided by just an extra \$300/ month

lisa

## Word tracks

- How are you handling the whole Corona conversation?
  - The reason I ask is .. I don't know if you were aware that I work with a Wellness company .. And they just issued Immunity collections to help us be more proactive about prevention .. Would you like to hear about it .. ?
- Ask existing customers ... by the way ... if there are people you know who are feeling anxious ... I am happy to speak with them .. I think it makes us all feel better to be proactive about prevention. Is there anyone you would like me to speak to ... especially older folks..?
- No sales pitches ..

Francine ( similar to next slide .. Just phrases )

# Call with Gentle Questions

- *I am checking in to see how you are being affected by the Corona restrictions ? How are you feeling?*
- *Do you have older relatives or friends who have been impacted?*
- *The reason I ask is ...our company just issued some information on products that may help us be proactive about prevention ... would it be helpful to hear about some of this?*
- *For me, it feels a little better to be proactive about prevention*
- Choose 4 or 5 products to share .. ( invite to a health chat on Prevention )  
Check Shaklee tools ...
- Vita C and anti-oxidants, zinc, etc .. All great for immune system .. One of most economical ways to start is with the Prove It Challenge  
( great to start new and better health habits )
- Are you or someone you know being impacted financially ? francine

# Business word tracks

Begin with sensitivity to how they are feeling and where they are anxious.

- Feel their pain FIRST .. No social media sales pitches
- *“ don't know if this would be helpfu,l but would be happy to show you how it works “...*
- *If you know people who are feeling anxious about income , ... timing might be good because ...*
  - We have training going now*
  - The need for our products has never been greater. .. As well as the interest in home businesses.*
  - And distributor joining fee just cut 50% to \$25 this month lisa*

- When times get tough, people look for creative ways to get them through
- If you want to be a part of a company built on kindness and goodness.
- And we are part of a really good and supportive team ..

## Letter to customers

As a wellness company with a remarkable reputation for science-based products and quality that people can trust, you can imagine how flooded Shaklee has been with orders and demands for both immune building products and germ-killing cleaners.

We know people are feeling anxious about the news of the Corona virus and we want you to know that Shaklee is scrambling to ramp up production and increase its inventory to meet the demand as best they can.

In the meantime, please call if you would like information on what we all can do to be proactive about prevention.

francine

# Letter to neighbors

Shelter in Place just announced..

Dear Neighbors,

I have worked with a well-respected wellness company for 40 years and I keep a small inventory of high quality vitamins and earth-friendly cleaning and laundry products.

If it would be helpful during this time of hunkering down, I would be happy to deliver to your door any products that might help us all stay healthy and .. perhaps ...even cleaner than usual 😊 .

francine

Notes from Oprah's Final Program 5-  
25-11

We are all called to something.

We want to figure out what it is .. And then get about doing it.

Let your calling light the spark in you  
so you can illuminate the world.

Each of us has a platform. Hers was the Oprah Show.

Ours is wherever we are... with our own reach.

That is where the power lies.

Be who you are.

Let your life speak for you.

Barb

# Honor Your Calling- Carry it Forward

Circumstances may be different for each of us , but the power to change someone's life is the same.

We each have the power to nurture  
to forgive  
to heal  
to love

We all have the same power.

Don't waste any more time. Start embracing the life you are supposed to live and contribute to the world.

Barb & Jeanne

Oprah notes continued

## You are Responsible for Your Life

All life is energy.

We transmit energy in every moment and the world responds in kind.  
( Newton's Law of Physics )

**“You are responsible for the energy you bring  
to yourself and others.”**

Don't wait for someone to fix you, or save you.

B & J

YOU are responsible for your life.

That makes you free to change... to become whatever it is you are meant to be.



Have a Vision of Service in Your Heart

Maya Angelou ..

“Your legacy are the people who made the decision to make a change because of you.”

francine

# Action Steps

- Make a list of 10 current customers ..
  - Call and ask how they are managing with the quarantines...
  - review products they may want to know about & place order for them
  - ask who they know that might feel less anxious with a program to be proactive about prevention.. especially older folks .. Parents, grandparents ... neighbors
- Make list of 10 people who don't know about Shaklee ...same as above.
- Make list of 5 people who might know someone thinking about additional income ...
- Calm fears and leave everyone happier than when you found them.
- Consider starting a small inventory
- Make list of value you bring to your customers. lisa



“When I was a boy and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping.'”

@HUFFPOST

-MISTER ROGERS

## The Role of the Leader

Last week

We discussed customer care ...

During challenging times, it is even more important to set up systems for accomplishing that.

jeanne

# Post call -- Ruth

- Show Product Availability tab



Website  
Tips & Tricks

## Website Tips & Tricks >

PRIVATE GROUP · 606 MEMBERS



+ Invite

Announcements

Watch Party

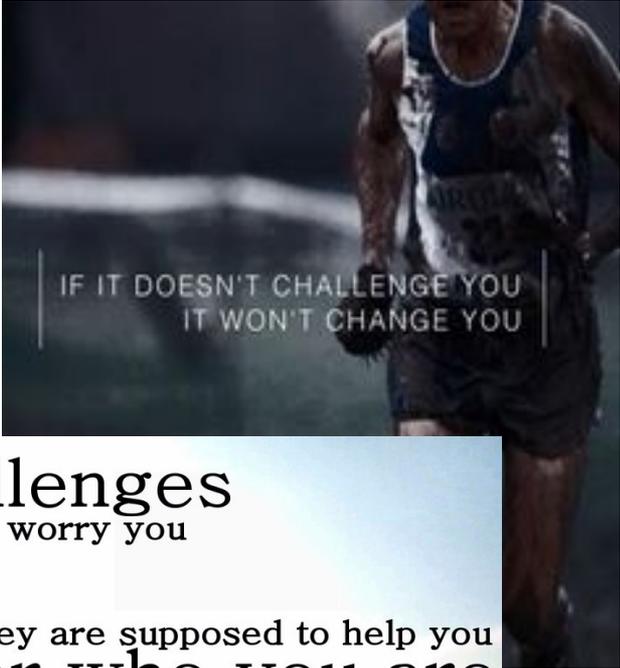
Phot



**LEADERSHIP  
MEANS FACING  
CHALLENGES  
HEAD-ON**

Challenges are what  
make life interesting.

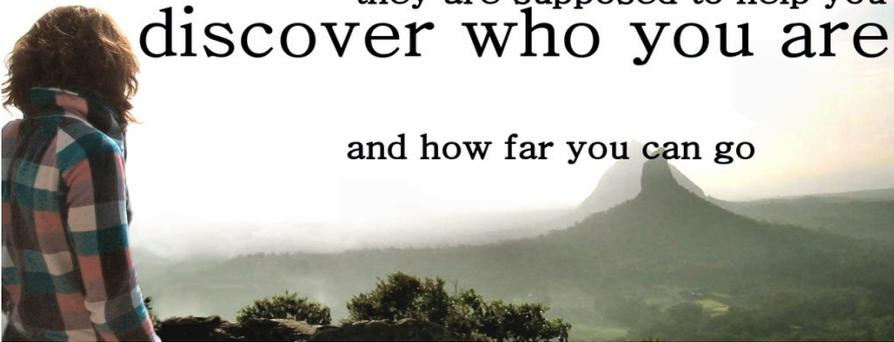
Overcoming them is  
what makes it  
meaningful.



**Life's challenges**  
are not supposed to worry you

they are supposed to help you  
**discover who you are**

and how far you can go



**LEADERSHIP  
MEANS FACING  
CHALLENGES  
HEAD-ON**

