



RN to BSN Common Phone Objections

COMMON OBJECTIONS	VERBIAGE TO OVERCOME OBJECTIONS
I don't have time to talk.	I understand. When is the best time to reach you? What is the best number to reach you? While I have you on the phone, what information can I prepare for our follow-up call?
Send information in the mail. Just collecting information I want to look over information before speaking with you.	What kind of information are you looking for? I would be happy to e-mail you information. This would be the fastest method to get you all the information that you need. While I have you on the phone, I am the best source of information. Are there any questions that I can answer for you? While I have you on the phone, I am the best source of information. Are there any questions that I can answer for you? I would be happy to e-mail you information. This would be the fastest method to get you all the information that you need. Let's go over a few questions so I can send you the information you are looking to review. Okay. How long have you been considering earning your BSN? Is there any particular reason why you are waiting until the next session? Your application is good for multiple sessions. Let's go ahead and answer all the questions that you have and we can get the process started. This will give you all the information you need to prepare for classes starting next session.
'Too busy right now... (Taking care of ill parents, going through a divorce, family commitments taking priority, etc.)	Use <i>Feel, Felt, and Found</i> method here. I understand that you are going through some tough times right now; however, what motivated you to request information at this time? I understand that you may have a busy schedule right now, however with our accelerated online program; you can work your educational schedule around your other schedules.
How much does Chamberlain cost?	This will depend on what credentials you already have and what transfer credits you may be awarded. Do you have a diploma or an ASN/ADN in nursing? (go into interview) Total tuition will depend on many factors such as; the number of credits you have left to complete your degree program and course load.

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<p>No money. Can't afford your tuition.</p>	<p>Many people have your same concern. However, there are options out there that allow you to make school more affordable. What financing options are you familiar with? Financial aid is available to those who qualify and we offer monthly payment plans.</p> <p>Do you have tuition reimbursement through your work? Do you have military assistance? If so, what is the program? You may also use a combination of sources to help you pay for tuition.</p>
<p>Not looking to start school for another year. To busy to get started in school.</p>	<p>It sounds like you are thinking well in advance for your future. That is why I recommend that we answer any questions that you may have.</p> <p>Why have you started your search now?</p> <p>What is preventing you from starting school now?</p> <p>I would be more than happy to answer any questions you have and e-mail you some further information.</p>
<p>I am going to another school.</p>	<p>Congratulations! What school have you decided to attend? What was it about X school that you liked?</p> <p>Best of luck to you! Should your plans change, please feel free to contact us again!</p>
<p>I remember requesting information, but I am no longer interested.</p>	<p>That's okay. Why have your plans changed? Have you thought about how a BSN could open up more opportunities for you?</p> <p>Try to relate Chamberlain's features and benefits into the conversation.</p>
<p>Chamberlain is more expensive than other colleges I'm looking into.</p>	<p>I understand how cost is a concern. Is cost the only concern that you have? Do you plan to make your decision about a school based on cost alone?</p> <p>How do you plan to finance your education?</p> <p>Chamberlain's program cost is comparable to other schools in our industry. With Chamberlain you only have to pay for the credits that you have left to complete the program.</p>
<p>I am not sure where/if I will attend. I'm just gathering information. I'm just looking for...</p>	<p>That is great that you are doing all the research in order to make a well-informed decision. What questions can I answer for you?</p>
<p>I just want my transcripts evaluated.</p>	<p>That is great. Let's go ahead and start the application process and I will be able to order your official transcripts for you. This will allow us to give you more information on what credits will transfer in and what you have left to complete for your degree.</p>

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<p>I just want to know the total cost of the program.</p>	<p>That is great. Let's go ahead and start the application process and I will be able to order your official transcripts for you. This will allow us to give you more information on what credits will transfer in and what you have left to complete for your degree. This will give you a better idea of what your total cost will be.</p> <p>Once your evaluation is completed you will be able to speak with Chamberlain's financial aid advisor to see what your financial aid options are. If you wish to complete the program ASAP, we offer a discount in tuition based on the hours you are registered for.</p>
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