

All about closings:

Hat in Hand
“Level with me.”



“Everything you need to know, but no one else will ever teach you.”

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**All about closings:
Hat in Hand
“Level with me.”**

Can be two separate closes, but usually most effective when combined!

- Key here is HUMBLES, HUMBLES, HUMBLES
- Usually used when someone is upset, or you have made a mistake, or you can't discover the objection, problem or issue.



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- I am sorry, I didn't know you feel that way, and I want to fix this, make it right, etc.
- I am not sure what I have done wrong...
- I really am trying to help... look out for your best interests, etc.
- Tell me what I did wrong – level with me.
- Primary use is to diffuse a negative situation and then discover an objection.
- Previous example, “Why don't you want to live on this side of town?” (mother in law)



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PRACTICE:**

- **“Hat in Hand” really isn't something that you need to practice – it’s really just about being sincere and keeping your ego out of it.**
- **Most “Hat in Hand” closes simply start with the words, “I’m sorry.”**
- **Only real practice is to start using it in everyday conversation whenever there is conflict, disagreement, or confrontation.**
- **Or ... when you just aren't getting it or feel that you are missing something...**



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All about closings:
The types of closes.



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All about closings: The types of Closes

- Alternative of Choice ✓
- Tie Down ✓
- Porcupine ✓
- Questions are the answer – aka “in your opinion” ✓
- Trial Balloon ✓
- Trade –off aka sharp angle ✓
- Direct Order ✓
- Hat in Hand – aka “level with me” ✓
- Jump-shift – Switching topic
- Assumptive
- Defer and forget – aka “Let me make a note of that”
- Just ask already!
- Ben Franklin
- Last Resort
- “No - but I can get!” The most important close of all



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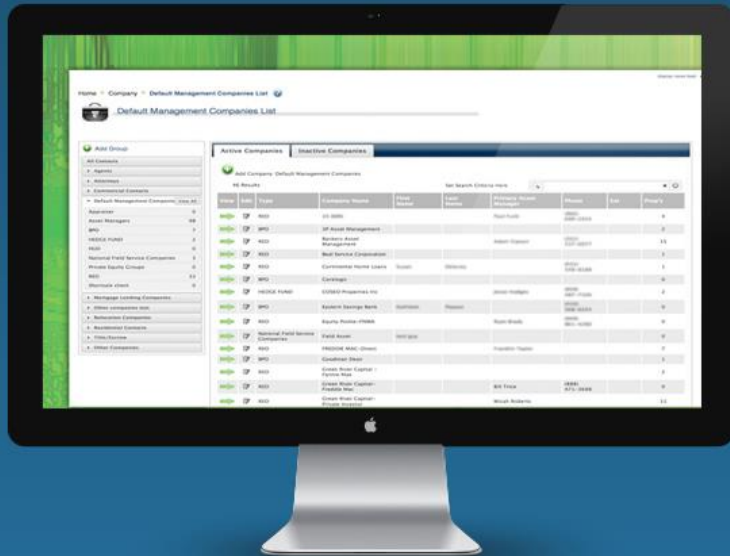


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FreeBrokerSchool.com is made possible through generous support by RIO Genesis Software & Mike Krein