



# 30 Days to Healthy Living CLIENT SUPPORT GUIDE

Conducting an effective healthy living program is more than just selling some nutrition products. To set up your Client for success, you need a structured plan for support, follow-up, motivation, and guidance. This guide is designed to give you a system to help guide your Clients through the 30 Days to Healthy Living program, establishing a relationship that can be nurtured and grown.

**This starts with a commitment from you.**

## Independent Consultant Commitment

- I have personally completed or am currently doing the 30 Days to Healthy Living program.
- I will only add Clients to the 30 Days to Healthy Living program who are “all in” and have purchased the 30 Days to Healthy Living Set.
- I will consistently coach my Clients according to the steps listed below and will document everything on the 30 Days to Healthy Living Client Tracker.
- I will participate in the 30 Days to Healthy Living Facebook group, helping answer questions and offering encouragement.

## Follow the steps below.

Be sure to document everything for each Client on the 30 Days to Healthy Living Client Tracker (located on The Source).

STEP	ACTION
1	<b>PREPPING</b> <ul style="list-style-type: none"><li>• Place your Client’s order for their 30 Days to Healthy Living Set.</li><li>• Give the Client the 30 Days to Healthy Living Cheat Sheet (on The Source).</li><li>• Let the Client know they earned Preferred Rewards as a result of their set purchase.</li><li>• Record the order in your preferred record keeping system.</li><li>• Add the Client to your Client Tracker (on The Source).</li><li>• Ask for a referral: “Who else might want to do this with you? It’s so much more fun to do together and it helps with accountability too. Post on Facebook what you’re doing – you might be surprised who wants to join you.”</li></ul>

## STEP

## ACTION

### 2

#### MONDAY BEFORE START

- Add the Client to your 30 Days to Healthy Living Facebook group.
- Explain the Healthy Living Facebook page to the Client and invite them to join.
- Email the Client the 30 Days to Healthy Living Welcome Letter (on The Source).

### 3

#### FRIDAY BEFORE START

- Connect with the Client to ensure they have visited the 30 Days to Healthy Living Facebook group to explore the recipes and read all the posts.

### 4

#### WEEKEND BEFORE START

- Call the Client Saturday or Sunday before they start to make sure they have their Arbonne products, menu plans, and groceries.
- Go over a typical day in detail.
- Talk with the Client about their goals and the results they hope to see at the end of the 30 days.
- Answer any questions they might have.
- **Share this TIP:** “Post on Facebook that you are starting a ‘clean eating and healthy living program’ on Monday. It’s really fun for people to root you on, and it really helps keep you accountable. You may be surprised at who wants to join you in this. You can even tag me and I’ll root you on too!”

### 5

#### WEEK 1, DAY 1

- At the end of day 1, connect with the Client after dinner to review what they ate and drank throughout the day in detail.
- Ask them specific questions:
  - Did you get enough sleep to feel rested?
  - Did you have your GutHealth Digestion & Microbiome Support in the morning?
  - When did you have your shake?
  - How did you make the shake?
  - When did you eat again after the shake?
  - What did you have for a snack?
  - How much water did you drink?
  - Did you get active, meditate or spend time outside?
- Make any adjustments needed with the Client to make sure they start their program right and feel great about it.
  - **For example:** “Let me know which shakes and meals you are loving the most this week. You can even post pictures of your fun recipes or shakes on Facebook. Tag me so I can see too.”

## STEP

## ACTION

# 6

### WEEK 1, DAY 3

- Check in with the Client to ask how their program is going and how they are feeling.
- Help them make any adjustments needed to their daily plan.

# 7

### WEEK 1, DAY 5

- Check in with the Client to make sure that they are equipped and ready for the weekend.

# 8

### START OF WEEK 2

- Ask the Client to write a short personal experience that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends. A Client or Preferred Client can make a post about their personal experience if it is true, does not mislead anyone, and if you refer people to the MTP sheet about the product. It is your responsibility to review the personal experience and all other content if you are the or one of the administrators of the group.
  - **For example:** “Wow, you are having great results. You should post your personal experience on Facebook and tag me – you could really help others get encouraged to get healthier and do it too!”

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming an Independent Consultant or invite them to a Discover Arbonne presentation.

- **For example:** “Since you are already referring people, we should chat about upgrading to an Independent Consultant. This way, you can start selling products and building a team that does the same. Have you ever thought about doing something like this?”

# 9

### WEEK 2, DAY 13

- Call to ensure the Client understands how to use the CleanTox Gentle Cleanse. Refer to the CleanTox Gentle Cleanse Meet the Product sheet on The Source (if applicable).

# 10

### START OF WEEK 3

- Connect with the Client to see how their weekend went and if they’d want to get together for a walk or cup of CleanTox Herbal Tea.
- Ask the Client to write a short personal experience that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends. A Client or Preferred Client can make a post about their personal experience if it is true, does not mislead anyone, and if you refer people to the MTP sheet about the product. If you are the, or one of the, administrators of the group, it is your responsibility to review the personal experience and all other content.

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming an Independent Consultant or invite them to a Discover Arbonne presentation.

# 11

### WEEK 3, DAY 16

- Text to check in and see how they’re feeling.

## STEP

## ACTION

# 12

### START OF WEEK 4

- Connect with the Client to see how their weekend went and to talk about whether they have achieved their program goals.
  - If they have NOT achieved their goals, encourage them to order another 30 Days to Healthy Living Set and continue on in the next group.

**For example:** “That’s still great progress! What most people do if they haven’t completely reached their goals is continue for another month. Can I get you another set of the products and add you to the next group?”

- If they HAVE reached their goals, let them know you will add them to the Maintenance Group at the end of the program and talk about placing an order for the products they will need to continue with their new healthy habits and lifestyle.

**For example:** “You’ve done so great! What most people do at this point is continue using all of the products, except the CleanTox Gentle Cleanse, on a regular basis. Continue using one of each product a day, although I still drink two EnergyFizz Ginseng Fizz Sticks a day.”

- Ask the Client to write a short personal experience that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends.

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming an Independent Consultant or invite them to a Discover Arbonne presentation.

- Make sure the Client knows how to get the best deal by placing at least a \$195 order each time. This is also a great time to let them know about Arbonne Autoship.

# 13

### WEEK 4

- Give the Client a skincare sample as a gift.

# 14

### POST WEEK

- Ask the Client to write a short personal experience that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends.

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming an Independent Consultant, a healthy living coach or invite them to a Discover Arbonne presentation.

- Invite the Client to join the Maintenance Group on Facebook if they are continuing on.

**A typical Arbonne Independent Consultant (AIC) in Canada, earned between \$129–\$523 in 2019 in earnings and commissions.** The VP Success Award is available at the VP level; less than 2% of the AICs achieve this award. Please see [earnings.arbonne.com](http://earnings.arbonne.com). The results featured are not typical. Actual results will vary depending upon individual effort, time, skills, and resources. Arbonne makes no guarantees regarding earnings.

