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See Differently. Business Differently.

12-Day Turnaround with Chris Jarvis

Day 12 – How Can I Help You?

The key to generating new opportunities is stimulating interest or concern.

If you ask good questions, you will stimulate thought and receive valuable answers.

Save this on your phone and on your desktop.

Print the form below and put it someplace near your phone.

Keep a copy in your car.

Look this over before any meeting, and while on a phone call.

Becoming a great listener is a learned behavior. First, you must want to actually become better connected to the people you meet. Second, you must be willing to change your approach to communications to accomplish that goal. Before you know it, you'll become a "natural" at asking questions—and you will truly thrive when you start hearing what people are really saying when they answer them!

Mastering the Art of the Question

Situation/Person	Question to Ask
ANYONE	What is your biggest goal for this year? Why is this goal so important to you? What would be the most valuable thing to happen to help you reach it? Who would you need to meet to help you get there faster?
ANYONE	I like to thank everyone I work with at the holidays. I stopped sending fruit baskets and cookies and now I make donations on their behalf. What charities or causes are important to you? Why?
ANYONE	What is your biggest financial worry/concern? Why? In a perfect world, what would make that go away?
ANYONE	Why do you do what you do for work? What is your goal, dream, hope, for what you are doing? If you could get there faster, what would that be worth to you?
ANYONE	I see you like to learn and want to know how things work. If I come across a great speaker, an interesting article, or a really good business or financial book, would you like me to pass it along?
NEW PROSPECT	I appreciate you meeting with me. Can you tell me about your worst experience or biggest fear in working with an agent or salesperson? What is your best experience with an advisor or salesperson? Why?
EXISTING CLIENT	I value your opinion and I really need you to be honest with me. I want to become more successful in my career. To do that, I need to know, on a scale from 1 to 10, how would you rate the service I've given you this year? What could I do to make that a 10?
Business Owner	I know a lot of entrepreneurs who tell me they need better tax advice. Would you want me to pass along names of people my clients tell me do great work?
Prospect Just Bought Insurance	If your agent forgets to call you in a year to go over your policy performance, will you give me a call so I can get that for you?
Child is getting married	Would you be interested in finding out how to protect your child's inheritance WITHOUT asking them to sign a pre-nuptial agreement?
Successful Family or Entrepreneur (50+)	Does your family have any idea how much you went through to get to your level of success? Would you like to leave a legacy where your family appreciates the sacrifices you've made and they understand why you made them? Would you be interested in talking to someone who specializes in doing THAT for people just like you?

Day 12 – 200 Helpings (an excerpt)

When I sold my last company, I finally had the multi-million dollar exit all entrepreneurs dream about when they start their companies. One requirement of the sale was that I had to sign a non-compete agreement.

When I left the company, I found myself with a lot of free time. I chose not only not to compete with my acquiring company on similar services, but I also decided not to interfere and talk to any of their clients (my former clients) about any business endeavors.

I had to find something else to do and I saw this as a great opportunity to dream – and to become a butterfly ... again.

I couldn't set typical goals like a number of new clients or a certain amount of revenue because I didn't know what I wanted to do. I knew I wanted to help people, but I didn't know how.

I decided that I would give back, after my very fortuitous experience, and would trust that the universe would guide me to where I needed to be. I took the year to only do one thing – Help 200 People!

That was my only goal. Below is a summary of a few of the memorable and impactful times I helped someone. I have broken it down by who it was, how I helped, and what came out of it for me. I am not sharing this to impress you, but rather to impress upon you the power of helping others. When you are done reading this, I hope you are craving many more “helpings” – especially because these are calorie free.

Excerpt from “200 Helpings”

Person	Question asked	Answer	Door Opened
Banker	What is the biggest problem your clients are struggling with today?	Law firms have unfunded defined benefit plans. Huge liabilities.	Had conversations with 5 of the top 50 firms in US. Hired by one of the biggest.
New Executive Director of Non-profit	What are the big challenges for you in your new job? How can I help?	Raising money and how to get in front of teachers (who can use our services).	Made small donation and introduced him to insurance company that focuses on teachers. At donor appreciation event, met CEO of major airline & exec from largest family office in country. Same exec introduced me to NBA COO and to top 10 NFL draft pick.
Book Editor who Lost Her Job	What can I do to help you?	Find me an interesting book proposal I can send to a publisher.	Drafted a proposal to help her. Book was bought, published and became a bestseller.
Tax Accountant at major firm	What kind of clients are you looking for now?	Shared the answer with 10 agents.	Referred CPA firm a \$50M net worth client. CPA then bought 20 copies of my book and gave them to his clients.
Physician Client	Is there anything you're working on that I could help you with?	He's on the board of his medical school – trying to help them grow.	Was invited to join the University of South Carolina School of Medicine advisory board. Met 20 very influential and successful people.
Movie Producer	Asked him if he needed any help with his upcoming documentary?	He was all funded, but needed an executive producer for documentary on Jay Abraham.	Connected with Jay Abraham, made a genuine connection, and are discussing working on a book together.
University President	What are your biggest challenges to raising money from alumni?	Most don't feel connected and are not motivated to give.	Wrote articles to share the school's success with entrepreneurs with fellow alumni. In process of building a guaranteed issue insurance program for alumni donors. Could be worth \$100M of death benefit