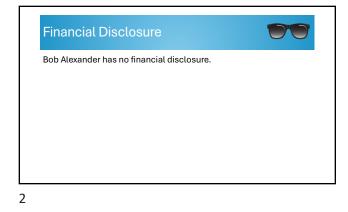
Sunglasses: Not Just For Summer Anymore

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Objectives

- At the end of this course you will be able to:
- Recognize the opportunity to increase sunglass sales in winter months due to specific visual needs associated with UV exposure, reflected glare, and positioning of the sun.
- Describe health and environmental hazards associated with UV exposure and reflected glare.
- Meet an objection to a winter sunglass recommendation with the 4R technique.

Background

A review of basic sunglass information.





Background

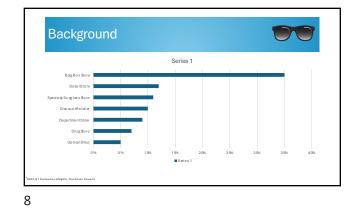


75% purchase their eyewear from their vision exam provider*

However, Where are plano sunglasses being purchased?



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65% of adults are unaware of the link between UV exposure and serious eye diseases.*

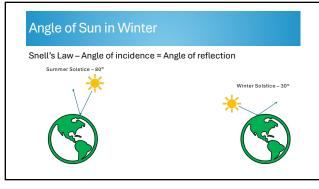




Position of Sun in Winter

What does the distance and position of the sun have on the need for sunglasses?

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Position of Sun in Winter

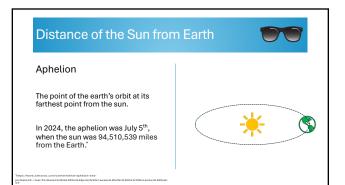
The National Highway Traffic Safety Administration reports that **sun glare** is the **second highest** environmentalrelated reason for crashes, accounting for approximately **9,000** accidents per year.

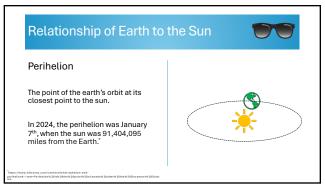
of Car Accidents Caused by Sun Glare

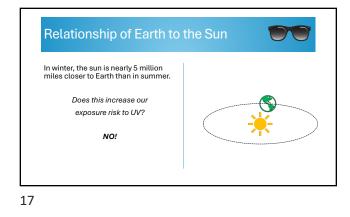


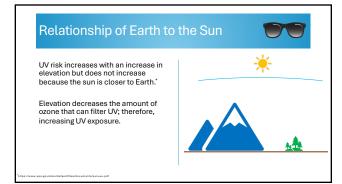
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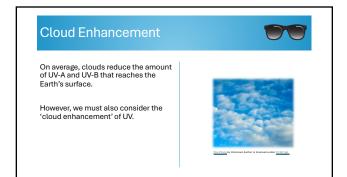




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Cloud Enhancement

What effect do clouds have on UV exposure risk?



Cloud Enhancement

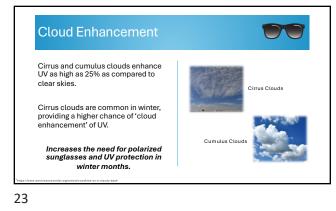
"In our latest research, we use new equipment and refine our methodology, and the highest UVI enhancement we found was 25 percent."¹

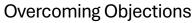
Jeff Sabburg, Alfio Parisi and Michael Kimlin at the University of Southern Queensland.

"light or thin clouds have little effect and may even enhance UV levels because of scattering."² World Health Organization

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Confidently reacting to an objection to purchase.

Overcoming Objections

Reveal why the objection was presented Are they apprehensive? - May not believe you Are they contused? - Net ough information to make a decision Is there an obstacle? - Have a valid point about pushback Ask more open-ended questions to find the real need

Recognize & Respond

Resolve the objection

Apprehension - Provide proof Confusion - Provide correct information Obstacle - Refocus on what you have to offer

Recommend

Is it OK to proceed?

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Reveal

ECP – Your occupation has changed, you're now working full-time as a rideshare driver. That sounds interesting, how do you like it?

Patient – Yes. I enjoy it! It's provided me the freedom to spend more time with the kids and participate in their school activities.

ECP – That's great! Your occupation has prompted Dr. Collins to recommend polarized sunglasses to wear over your contacts. She's adamant about wearing the right sunglasses for anyone who spends as many hours outdoors in the daytime as you do. She's recommended you wear a polarized sunglass over your contacts.

Patient – She and I talked about that, but I don't think it's necessary to buy those now. I mean it's the middle of winter, I think I'll wait until summer to purchase sunglasses.

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Recognize & Respond

ECP - You're right about needing to wear sunglasses in summer. We typically spend more time outdoors in summer, and sunglasses are a staple for summer activities. But were you aware of the need for polarized sunglasses in the winter? Especially for driving.

Patient - I thought sunglasses were just for the summer when the sun is brightest.

ECP – True, the sun is brighter in the summer and our days are longer, exposing us to more sunlight each day. But there are some winter-specific conditions we need to be aware of that can affect your eye health and possibly your overall safety while driving.

Patient - Really?! Like what?

Resolve

ECP – During winter months, the sun is lower in the sky increasing the chances that bright sunlight will be in more direct alignment with your line of sight. The lower sun also increases the chance of bright reflections interfering with your vision.

Patient – Like in the morning when the sun is either in my eyes or in my mirrors? Now that you mention it, that can be bothersome. And I do notice the reflections from a wet road seem to always be in my way seeing well recently.

ECP – Yes. With the sun being lower, it can cause issues with direct and reflected sunlight. Did you know that car accidents increase by over 15% when glare is present?

Patient - OK. So this is starting to make more sense. But what about my eye health?

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Resolve

ECP – You're familiar with UV, right?

Patient - Yes. I wear sunscreen a lot.

ECP – Did you know that UV can be reflected off snow? Nearly 80% of the UV from the sun can be reflected from the snow. The best way to effectively protect your eyes from reflected UV is to wear a lens that blocks 100% in a large sunglass frame to keep stray light from getting past it to your eyelids, etc.

Patient - OK. But what about the polarized thing? What's that for?

 $\ensuremath{\mathsf{ECP}}$ – Polarization increases your visual comfort by simply reducing the bright reflections from snow, wet roads, etc.

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Recommend

ECP – Polarized lenses help protect your eyes against UV exposure and increase your visual comfort.

Patient - OK, that makes way more sense now. But your sunglasses are so expensive.

ECP – When you look at the value of your purchase, they really aren't. Our frames are optical quality frames, meaning they can be adjusted and stay adjusted, they are much more robust than less expensive options. Also, you and I will work together to custom-build a lens color/frame combination that is best suited for your driving and your taste in fashion. Finally, you get me, an optician to help with any needs/questions you have about your new sunglasses.

Patient – This sounds like more of an investment than a simple purchase. Your explanation makes total sense.

Recommend

ECP - Would you like me to show a lens color that would work best for your driving?

Patient – Yes. I didn't know there was so much to think about when considering sunglasses or the need to wear them in winter.

ECP - Yes. There's a lot to consider. Let's go to the sunglasses and try on a few options.

Patient - Perfect! This sounds fun.