

# Sales Eq How Ultra High Performers Leverage Sales Specific Emotional Intelligence To Close The Complex Deal

Strategic Selling Robert Bruce Miller 1988

*People Follow You* Jeb Blount 2011-11-15 Discover the secrets to influencing the performance of the people you lead Managers don't get paid for what they do but rather for the performance of their people; therefore, a manager's most important job is coaching behaviors in order to improve performance. In *People Follow You* managers will learn five easily understood and implemented levers critical to influencing the performance of the people they lead. Ultimately, people follow people that they like, trust, and believe in. Understand how to build stronger relationships with direct and indirect reports that lead to loyalty, higher productivity, and long-term development. Relevant to middle and high level managers, *People Follow You* provides a foundation for managing people. Practical lessons help managers employ winning interpersonal skills to move others to take action. Learn how to leverage the basics of interpersonal relationships to inspire others to take action Get a simple and actionable formula for connecting with employees and indirect reports and gaining their buy-in through the use of personal power vs. the power of authority Discover the fundamental on-the-job coaching skills that deliver instant performance improvement Author Jeb Blount is the most downloaded sales expert in iTunes history; his *Sales Gravy* and *Sales Guy* audio programs have been downloaded more than 3 million times When all else is stripped away, people don't work for companies, paychecks, perks, or slogans, people work for you. Become a manager people will follow, and lead your team to greater achievements and measurable gains.

Emotional Intelligence for Sales Success Colleen Stanley 2012-11 Even skilled salespeople buckle in tough selling situations-getting defensive with prospects who challenge them on price or too quickly caving to discount pressure. Those are examples of the fight-or-flight response-something salespeople learn to avoid when they build their emotional intelligence. Studies have shown that emotional intelligence (EI) is a strong indicator of success. In *Emotional Intelligence for Sales Success*, sales trainer and expert Colleen Stanley shows how closely EI is tied to sales performance and how salespeople can sharpen their skills to maximize results. Readers will discover: \* How to increase impulse control for better questioning and listening \* The EI skills related to likability and trust \* How empathy leads to bigger sales conversations and more effective solutions \* How emotional intelligence can improve prospecting efforts \* The EI skills shared by top sales producers \* And much more Emotional intelligence plays a vital role at every stage of the sales process, from business development to closing the deal. When customers can get product information and price comparisons online, the true differentiator is the ability to deftly solve problems and build relationships-EI territory!

**INKED** Jeb Blount 2020-01-15 Learn powerful closing and sales negotiation tactics that unlock yes and seal the deal. Each year, sales professionals leave billions of dollars on the table because they are out gunned, out maneuvered, and out played by savvy buyers, who have been schooled in the art and science of negotiation. Because today's buyers have more power than ever before—more information, more at stake, and more control over the buying process—they almost always enter sales negotiations in a much stronger position than the salespeople on the other side of the table. The results are sadly predictable: salespeople and their companies end up on the losing end of the deal. In this brutal paradigm, if you fail to master the skills, strategies, and tactics to go toe-to-toe with modern buyers and win at the sales negotiation table, your income and long-term earning potential will suffer—along with your company's growth, profits, and market valuation. In his new book **INKED: The Ultimate Guide to Powerful Closing and Sales Negotiation Tactics that Unlock YES**

and Seal the Deal, Jeb Blount levels the playing field by giving you the strategies, tactics, techniques, skills, and human-influence frameworks required to become a powerful and effective sales negotiator. In his signature, straightforward style, Jeb pulls no punches. He slaps you right in the face with the cold, hard truth and lays bare the reasons why you keep getting beaten by buyers who have been trained in how to play you. Then, he teaches you exactly what you need to know, do, and say to gain more control and more power over the outcomes of your deals, and WIN. You'll learn: Seven Immutable Rules of Sales Negotiation Why "Win-Win" Usually Means "You-Lose" The One Rule of Sales Negotiation You Must Never Break How to Leverage the Powerful MLP Strategy to Bend Win Probability in Your Favor The ACED Buyer Persona Model and How to Flex to Buyer Communication Styles Seven Principles of Effective Sales Negotiation Communication How to Leverage the DEAL Sales Negotiation Framework to Control the Negotiation Conversation and Get Ink How to Gain the Advantage with Comprehensive Sales Negotiation Planning Strategies and Tools Powerful Negotiation Psychology and Influence Frameworks that Keep You in Control of the Conversation How to Rise Above the Seven Disruptive Emotions that are Holding You Back at the Sales Negotiation Table How to Protect Yourself from the Psychological Games that Buyers Play With these powerful tactics in your sales arsenal, you will approach sales negotiations with the confidence and power to take control of the conversation and get the prices, terms, and conditions that you deserve. INKED is the most comprehensive Sales Negotiation resource ever developed for the sales profession. Unlike so many other negotiating books that ignore the reality sellers face in the rapid-fire, real world of the sales profession, INKED is a sales-specific negotiation primer. You'll learn directly from one of the most sought-after and celebrated sales trainers of our generation. Following in the footsteps of his blockbuster bestsellers Fanatical Prospecting, Sales EQ, and Objections, Jeb Blount's INKED puts the same strategies employed by his clients—a who's who of the world's most prestigious organizations—right into your hands.

**Flip the Script** Oren Klaff 2019-08-13 THE BESTSELLING AUTHOR OF PITCH ANYTHING IS BACK TO FLIP YOUR ENTIRE APPROACH TO PERSUASION. Is there anything worse than a high-pressure salesperson pushing you to say "yes" (then sign on the dotted line) before you're ready? If there's one lesson Oren Klaff has learned over decades of pitching, presenting, and closing long-shot, high-stakes deals, it's that people are sick of being marketed and sold to. Most of all, they hate being told what to think. The more you push them, the more they resist. What people love, however, is coming up with a great idea on their own, even if it's the idea you were guiding them to have all along. Often, the only way to get someone to sign is to make them feel like they're smarter than you. That's why Oren is throwing out the old playbook on persuasion. Instead, he'll show you a new approach that works on this simple insight: Everyone trusts their own ideas. If, rather than pushing your idea on your buyer, you can guide them to discover it on their own, they'll believe it, trust it, and get excited about it. Then they'll buy in and feel good about the chance to work with you. That might sound easier said than done, but Oren has taught thousands of people how to do it with a series of simple steps that anyone can follow in any situation. And as you'll see in this book, Oren has been in a lot of different situations. He'll show you how he got a billionaire to take him seriously, how he got a venture capital firm to cough up capital, and how he made a skeptical Swiss banker see him as an expert in banking. He'll even show you how to become so compelling that buyers are even more attracted to you than to your product. These days, it's not enough to make a great pitch. To get attention, create trust, and close the deal, you need to flip the script.

**Objections** Jeb Blount 2018-05-17 There are few one-size-fits-all solutions in sales. Context matters. Complex sales are different from one-call closes. B2B is different than B2C. Prospects, territories, products, industries, companies, and sales processes are all different. There is little black and white in the sales profession. Except for objections. There is democracy in objections. Every salesperson must endure many NOs in order to get to YES. Objections don't care or consider: Who you are What you sell How you sell If you are new to sales or a veteran If your sales cycle is long or short - complex or transactional For as long as salespeople have been asking buyers to make commitments, buyers have been throwing out objections. And, for as long as buyers have been saying no,

salespeople have yearned for the secrets to getting past those NOs. Following in the footsteps of his blockbuster bestsellers *Fanatical Prospecting* and *Sales EQ*, Jeb Blount's *Objections* is a comprehensive and contemporary guide that engages your heart and mind. In his signature right-to-the-point style, Jeb pulls no punches and slaps you in the face with the cold, hard truth about what's really holding you back from closing sales and reaching your income goals. Then he pulls you in with examples, stories, and lessons that teach powerful human-influence frameworks for getting past NO - even with the most challenging objections. What you won't find, though, is old school techniques straight out of the last century. No bait and switch schemes, no sycophantic tie-downs, no cheesy scripts, and none of the contrived closing techniques that leave you feeling like a phony, destroy relationships, and only serve to increase your buyers' resistance. Instead, you'll learn a new psychology for turning-around objections and proven techniques that work with today's more informed, in control, and skeptical buyers. Inside the pages of *Objections*, you'll gain deep insight into: How to get past the natural human fear of NO and become rejection proof The science of resistance and why buyers throw out objections Human influence frameworks that turn you into a master persuader The key to avoiding embarrassing red herrings that derail sales calls How to leverage the "Magical Quarter of a Second" to instantly gain control of your emotions when you get hit with difficult objections Proven objection turn-around frameworks that give you confidence and control in virtually every sales situation How to easily skip past reflex responses on cold calls and when prospecting How to move past brush-offs to get to the next step, increase pipeline velocity, and shorten the sales cycle The 5 Step Process for Turning Around Buying Commitment Objections and closing the sale Rapid Negotiation techniques that deliver better terms and higher prices As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to face and effectively handle objections in any selling situation. And, with this new-found confidence, your success and income will soar.

*Selling the Price Increase* Jeb Blount 2022-06-07 A practical guide for successfully navigating the single greatest growth and profit improvement opportunity for B2B enterprises: price increases The payoff for implementing price increases without losing customers is massive! Effective price increase campaigns are far more effective at boosting topline revenue and generating profits than acquiring new customers. The problem is that price increase initiatives—whether broad-based or targeted to specific accounts—strike fear and anxiety into the hearts of sales professionals and account managers who are tasked with selling them to their customers. Approaching customers with price increases sits at the tip top of the pantheon of things salespeople hate to do because they fear that raising prices will reduce sales volume or open the door to competitors. Yet when sold effectively, customers accept price increases, remain loyal, and often buy even more. In *Selling the Price Increase: The Ultimate B2B Field Guide for Raising Prices Without Losing Customers*, celebrated sales trainer Jeb Blount reveals the strategies, tactics, techniques, and frameworks that allow you to successfully master price increase initiatives. From crafting effective price increase messages to protecting hard-won relationships, handling common objections, and making the case for the value you deliver, this comprehensive guide walks you through each step of the price increase sales process. In each chapter, you'll find practical exercises designed to help you master the *Selling the Price Increase* system. As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to successfully engage customers in price increase conversations. You'll learn: How to navigate multiple price increase scenarios: broad-based, targeted, non-negotiable, negotiable, defending, presenting, and asking The eight price increase narratives and three drivers of customer price increase acceptance How to neutralize and get past the five big price increase fears and anxieties How to avoid the big mistakes that trigger resentment and drive customers into the arms of your competitors The 9-Box Risk-Profile Framework for targeting accounts for price increases A repeatable process for confidently approaching price increase conversations The Five-Step Price Increase Messaging Framework Proven frameworks for reducing resistance and handling price increase objections How to negotiate profitable outcomes with high-risk profile accounts Winning strategies for coaching and leading

successful price increase initiatives Following in the footsteps of his blockbuster bestsellers *Fanatical Prospecting*, *Sales EQ*, *Objections*, *Inked*, and *Virtual Selling*, Jeb Blount's *Selling the Price Increase* puts the same strategies employed by his clients—a who's who of the world's most prestigious organizations—right into your hands. *Selling the Price Increase* is an essential handbook for sales professionals, account managers, customer success teams, and other revenue generation leaders looking for a page-turning and insightful roadmap to navigating the essential—and nerve-wracking—world of price increases.

[No Bullsh\\*t Leadership](#) Chris Hirst 2019-05-02 WINNER OF BUSINESS BOOK OF THE YEAR AWARD 2020: LEADERSHIP FOR THE FUTURE A Financial Times Business Book of the Month 'A brilliant set of leadership tools that will help you succeed whatever your goal' - Sir Clive Woodward 'A punchy, plainly written guide, offering a readable and enlightened view of what leaders do and how they should do it' - Financial Times 'A new rubric on leadership' - Evening Standard Inspiration behind the No Bullsh\*t Leadership Intelligence Squared podcast Leadership is not some special club, open only to elites. It's not a gold star given only to those with expensive degrees. Leadership is for everyone. Based on the author's hard-won experience as a Global CEO, this smart, fun book delivers a step-by-step working manual on how to lead - for anyone. Full of simple and direct approaches, it demystifies an over-analysed subject to get to the heart of modern leadership: the life-changing, career-transforming power to get stuff done. These principles and actionable steps apply to every field, from small businesses to community initiatives, from schools to sports teams to global enterprises. No matter your goal, this book will show you how to: - make effective decisions - build a world-class team - take care of yourself and others - achieve results

**Follow Up and Close the Sale: Make Easy (and Effective) Follow-Up Your Winning Habit** Jeff Shore 2020-07-14 Award-winning sales coach Jeff Shore shows sales professionals how to apply buyer psychology to personalize follow-ups, serve customers—and seal the deal faster. What does a sales professional do when the customer says, “Not yet”? Companies have invested thousands and even millions of dollars in CRM technology over the past decade, but frontline salespeople and sales executives alike are still groping for solutions. The problem of drift—a common phenomenon in which a prospect simply forgets about the product offering and goes dark—is persistent and rampant. Technology doesn’t change behavior on its own. Behavior is changed by adopting better habits. The fact is 44 percent of salespeople give up after one follow-up attempt. That sad reality presents a genuine opportunity. In *Follow Up and Close the Sale*, Jeff Shore offers research-based insights into the customer’s buying journey to teach sales professionals how to:

- Create and maintain Emotional Altitude for the customer
- Leverage speed as an advantage
- Personalize follow-up to fulfill customer needs and provide value
- Overcome the mental barriers that make follow-up a difficult task
- Select the right follow-up method
- Stay in touch without annoying the prospect

• “Wake up” tired leads Better yet, this results-oriented book will make the follow-up process, one often dreaded as a grueling chore, to be genuinely enjoyable. Effective follow-up is relationship-based, service-driven, and emotionally positive. It’s about rituals and routines, rhythms and the right attitude. It’s about not quitting when others give up. Follow-up is what separates the good from the great.

[The Only Sales Guide You'll Ever Need](#) Anthony Iannarino 2016-10-11 The USA Today bestseller by the star sales speaker and author of *The Sales Blog* that reveals how all salespeople can attain huge sales success through strategies backed by extensive research and experience. Anthony Iannarino never set out to become a salesman, let alone a sales manager, speaker, coach, or writer of the most prominent blog about the art and science of great selling. He fell into his profession by accident, as a day job while pursuing rock-and-roll stardom. Once he realized he'd never become the next Mick Jagger, Iannarino turned his focus to a question that's been debated for at least a century: Why are a small number of salespeople in any field hugely successful, while the rest get mediocre results at best? The answer is simple: it’s not about the market, the product, or the competition—it’s all about the seller. And consequently, any salesperson can sell more and better, all the time. Over twenty-five years, Iannarino has boiled down everything he's learned and tested into one convenient book that

explains what all successful sellers, regardless of industry or organization, share: a mind-set of powerful beliefs and a skill-set of key actions, including...

- Self-discipline: How to keep your commitments to yourself and others.
- Accountability: How to own the outcomes you sell.
- Competitiveness: How to embrace competition rather than let it intimidate you.
- Resourcefulness: How to blend your imagination, experience, and knowledge into unique solutions.
- Storytelling: How to create deeper relationships by presenting a story in which the client is the hero and you're their guide.
- Diagnosing: How to look below the surface to figure out someone else's real challenges and needs.

Once you learn Iannarino's core strategies, picking up the specific tactics for your product and customers will be that much easier. Whether you sell to big companies, small companies, or individual consumers, this is the book you'll turn to again and again for proven wisdom, strategies, and tips that really work.

**Selling & Sales Management** Lisa Spiller 2021-09-01 Packed with engaging examples and case studies from companies including Amazon, IBM, and Pepsi, as well as unique insights from sales professionals across the globe, this comprehensive textbook balances research, theory, and practice to guide students through the art and science of selling in a fast-changing and digital age. The text highlights the emerging role of storytelling, sales analytics and automation in a highly competitive and technological world, and includes exercises and role plays for students to practice as they learn about each stage of the selling process. As well as its focus on selling, the text also provides students with essential sales management skills such as onboarding, coaching, mentoring, and leading salespeople, as well as managing sales pipelines, territories, budgets, systems, and teams when not in the field. Online resources are included to help instructors teaching with the textbook, including PowerPoint slides and a testbank. Chapter overviews and teaching notes for the roleplays included in the text and suggested course projects and worksheets are also provided for instructors. Suitable for courses on selling and sales management at all college and university levels.

**The Transparency Sale** Todd Caponi 2020-06-02 The future of sales is radically transparent. Are you ready for it? Today, anyone buying anything relies on reviews and feedback shared by strangers and often trust those anonymously posted experiences more than the claims made by the providers of the products or services themselves. They expect to see the full picture and find out all of the pros and cons before making any purchase. And the larger the purchase, the greater the demand for transparency. What if the key to selling was to do exactly the opposite of what most sales courses tell you to do? It may be hard to imagine, but something as counterintuitive as leading with your flaws can result in faster sales cycles, increased win rates, and makes competing with you almost impossible. Leveraging transparency and vulnerability in your presentations and your negotiations leads to faster buyer consensus, larger deals, faster payments, longer commitments and more predictable sales forecasts. In this groundbreaking book, award winning sales leader Todd Caponi will reveal his hard-earned secrets for engaging potential buyers with unexpected honesty and understanding the buying brain to get the deal you want, while delighting your customer with the experience.

**Fanatical Military Recruiting** Jeb Blount 2019-03-12 Military Recruiting is a war. It's just a different kind of war than what you were prepared and trained to fight for. Recruiting is a war for talent. Smart, competent, and capable people are rare and in high demand. Every organization, from commercial enterprises, healthcare, non-profit, sports, and education, to the military is in an outright battle to recruit and retain these bright and talented people. Rather than bullets and bombs, the war for talent is won through high-impact prospecting activity, time discipline, intellectual agility, emotional intelligence, and human to human relationships. On this highly competitive, ever changing, asymmetrical battlefield, to win, you must operate at a level of excellence beyond anything asked of military recruiters before. Yet, in this new paradigm, many recruiters are struggling, and most recruiting units are staring down the barrel at 50 percent or more of their recruiters consistently missing Mission. It is imperative that we arm military recruiters with the skills they need to win in this challenging environment. The failure to make Mission is an existential threat to the strength and readiness of America's fighting forces and our democracy.

Fanatical Military Recruiting begins where the Recruiting and Retention colleges of the various branches of the military leave off. It is an advanced, master's level training resource designed specifically for the unique demands of Military Recruiting. In FMR, you'll learn: The Single Most Important Discipline in Military Recruiting How to Get Out of a Recruiting Slump The 30-Day Rule and Law of Replacement Powerful Time and Territory Management Strategies that Put You in Control of Your Day The 7 Step Telephone Prospecting Framework The 4 Step Email and Direct Messaging Framework The 5 C's of Social Recruiting The 7 Step Text Message Prospecting Framework How to Leverage a Balanced Prospecting Methodology to Keep the Funnel Full of Qualified Applicants Powerful Human Influence Frameworks that Reduce Resistance and Objections The 3 Step Prospecting Objection Turn-Around Framework Mission Drive and the 5 Disciplines of Ultra-High Performing Military Recruiters In his signature right-to-the-point style that has made him the go-to trainer to a who's who of the world's most prestigious organizations, Jeb Blount pulls no punches. He slaps you in the face with the cold, hard truth about what's really holding you back. Then, he pulls you in with stories, examples, and lessons that teach you exactly what you need to do right now to become an ultra-high performing recruiter. Fanatical Military Recruiting is filled with the high-powered strategies, techniques, and tools you need to keep your funnel packed with qualified applicants. As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence. And, with this new-found confidence, your performance as a military recruiter will soar and you will Make Mission, Fast.

Gap Selling Keenan 2019-11-05 People don't buy from people they like. No! Your buyer doesn't care about you or your product or service. It's not your job to overcome objections, it's your buyer's. Closing isn't a skill of good salespeople; it's the skill of weak salespeople. Price isn't the main reason salespeople lose the sale. Gap Selling shreds traditional and closely held sales beliefs that have been hurting salespeople for decades. For years, salespeople have embraced a myriad of sales tactics and belief systems that have unknowingly created many of the issues they have been trying to avoid such as: long sales cycles, price objections, no decision, prospects going dark, last minute feature requests, and more. Success at sales requires more than a set of tactics. Salespeople need to understand the game of sales, how sales works, and what the buyer is going through in order to make the decision to buy (change) or not to buy (not change). Gap Selling is a game-changing book designed to raise the sales IQ of selling organizations around the world. In his unapologetic and irreverent style, Keenan breaks down the tired old sales myths causing today's frustrating sales issues, to highlight a deceptively powerful new way to connect with buyers. Today's sales world is littered with glorified order takers, beholden to a frustrated buyer, unable to influence the sale and create value. Gap Selling flips the script and creates salespeople with immense influence at every stage of the buying process, capable of impacting the sales metrics that matter: Shorter Sales Cycles Increased Revenue Elevated Deal Values Higher Win Rates Fewer No Decisions More Leads And Happier Buyers Gap Selling elevates the sales world's selling IQ and turns sales order takers into sales influencers.

Trust Agents Chris Brogan 2020-06-30 The 10th Anniversary Edition of Trust Agents helps companies get back on track in their efforts to build reputation, attention, and trust. In the years since authors Chris Brogan and Julien Smith first released their groundbreaking book Trust Agents, social media channels have become inundated by questionable, low-quality content. As a result, many businesses have suffered from damaged reputations and poorly performing social media initiatives. The power of social media is as strong as ever, yet businesses are struggling when trying to re-capture the trust and attention of their audience. This special 10th Anniversary Edition of Trust Agents helps companies of all kinds regain their reputation and re-establish the attention and trust of the marketplace. Celebrating a decade in print, this New York Times bestseller has been thoroughly revised and updated to reflect the new business realities of social networks and the latest digital technologies. All-new content and supplemental materials show business leaders how to attract the right kind of attention, communicate directly to specific groups, and leverage human innovation and originality in this age of Artificial Intelligence and automation. From using the latest

social apps and platforms to build trusted networks of influence, to implementing laser-focused marketing strategies to cut through the digital clutter, critical information is supported by real-world examples and case studies, advanced theory, and practical, actionable guidance. This must-have guide: Provides expert advice on creating and growing brand influence Features specific strategies for small businesses, nonprofits, the hospitality industry, corporations, and more Discusses the six main tenets of trust agents and their use Explores online tools that foster better relationships, increased sales, and greater profits Explains the relationship between trust, social capital, and media The 10th Anniversary Edition of *Trust Agents: Using the Web to Build Influence, Improve Reputation, and Earn Trust* is a valuable source of

**Mastering Selling Skills** Hassan El-Zein 2021-01-21 Introduction Selling is a process that proceeds from devising into prospecting, encountering, and then closing. Questions that are related to these four stages must be catered to: · What technological tools must the salespeople be empowered with? · Should a salesperson interact more with existing customers or new customers? · What are the right questions that salespeople should use in addressing prospects? · What are the tactics or strategies to close the sale? After understanding all the critical elements in the selling process, one should have a deeper insight into the essentials of service, communication, and negotiation, without overlooking the importance of cultural and emotional intelligence. Service is all about consistency and catering to the needs of the customers. One of the major needs of the customer is the competitive price. What are the other major needs? What additional needs must be fulfilled for each service or business one is in? Tenacity is a major skill needed by both salespeople and customer service personnel. What are the other necessary skills? What is customer relationship management? Surely, we will answer all of this in a highly concise communicative style!

Communication is all about listening, body language, proper usage, and skills of both e-mail and telephone operations, as well as presentation skills such as PowerPoint. This book has a section called "Helicopter View" that will concisely explain CRM sales and service as well as major useful shortcuts in PowerPoint. Communication must also be clear, concise, and complete. Based on this, this eBook is built! Negotiation is all about planning and anticipating. One must be well prepared to overcome impasses, know his or her reservation prices, master the major negotiation tactics, and counter them meticulously. This is not all! What happens if you have to sell something abroad? Do you have the necessary cultural intelligence? How much knowledge do you have of various cultures? What is your level of adaptation? And is that motivating enough to you? In addition to the cultural quotient, we will also cover the criticality of the emotional and adversity quotients. As you can see, selling requires a lot of skills. Yet if you attain them all as this eBook will guide you, it is guaranteed you can sell any good product or service!

Closing a Sale 50MINUTES.COM, 2018-01-04 Ready to take your business to the next level? Find out everything you need to know about effective sales techniques with this practical guide. It is tempting to think that sales skills are something that you either have or do not have, and it is certainly true that selling does not come naturally to everyone. In reality, by following a small number of golden rules, anyone can win over even the most challenging customers. This concise and straightforward guide will give you the tools you need to hone your powers of persuasion, showcase your product's strengths, build positive customer relationships and secure repeat business. In 50 minutes you will be able to: · Adapt your sales pitch based on your customer's needs and motivations · Communicate effectively with customers to avoid misunderstandings and persuade them to make a purchase · Establish a relationship based on trust with your customers and keep them coming back ABOUT 50MINUTES.COM | COACHING The Coaching series from the 50Minutes collection is aimed at all those who, at any stage in their careers, are looking to acquire personal or professional skills, adapt to new situations or simply re-evaluate their work-life balance. The concise and effective style of our guides enables you to gain an in-depth understanding of a broad range of concepts, combining theory, constructive examples and practical exercises to enhance your learning.

Fanatical Prospecting Jeb Blount 2015-09-29 Ditch the failed sales tactics, fill your pipeline, and crush your number Fanatical Prospecting gives salespeople, sales leaders, entrepreneurs, and

executives a practical, eye-opening guide that clearly explains the why and how behind the most important activity in sales and business development—prospecting. The brutal fact is the number one reason for failure in sales is an empty pipe and the root cause of an empty pipeline is the failure to consistently prospect. By ignoring the muscle of prospecting, many otherwise competent salespeople and sales organizations consistently underperform. Step by step, Jeb Blount outlines his innovative approach to prospecting that works for real people, in the real world, with real prospects. Learn how to keep the pipeline full of qualified opportunities and avoid debilitating sales slumps by leveraging a balanced prospecting methodology across multiple prospecting channels. This book reveals the secrets, techniques, and tips of top earners. You'll learn: Why the 30-Day Rule is critical for keeping the pipeline full Why understanding the Law of Replacement is the key to avoiding sales slumps How to leverage the Law of Familiarity to reduce prospecting friction and avoid rejection The 5 C's of Social Selling and how to use them to get prospects to call you How to use the simple 5 Step Telephone Framework to get more appointments fast How to double call backs with a powerful voice mail technique How to leverage the powerful 4 Step Email Prospecting Framework to create emails that compel prospects to respond How to get text working for you with the 7 Step Text Message Prospecting Framework And there is so much more! *Fanatical Prospecting* is filled with the high-powered strategies, techniques, and tools you need to fill your pipeline with high quality opportunities. In the most comprehensive book ever written about sales prospecting, Jeb Blount reveals the real secret to improving sales productivity and growing your income fast. You'll gain the power to blow through resistance and objections, gain more appointments, start more sales conversations, and close more sales. Break free from the fear and frustration that is holding you and your team back from effective and consistent prospecting. It's time to get off the feast or famine sales roller-coaster for good!

**High-Profit Selling** Mark HUNTER 2012-02-14 In the high-pressure quest to make a sale, acquire a contract, and beat out other bidders, sales professionals frequently resort to cutting prices, offering discounts, or making other concessions that cut into their operating margins—short-term strategies that are destructive to the long-term sustainability of their business. *High-Profit Selling* helps readers understand that their sales goal shouldn't simply be to sell more, but to sell more at a higher price—and that success comes only to those focused on profitable sales. This eye-opening book shows readers how to: Avoid negotiating → Actively listen to customers → Match the benefits of their product or service with the customer's needs and pains → Confidently communicate value → Successfully execute a price increase with existing customers → Ensure prospects are serious and not shopping for price Too many salespeople believe that a sale at any price is better than no sale at all. This powerful guide helps move readers toward a profit-centered approach that will strengthen their relationships and increase their bottom line.

*The Neuroscience of Selling* John Asher 2019-11-01 Leverage the power of neuroscience to supercharge your sales success! A must-read for salespeople, business development managers, and business leaders. In *The Neuroscience of Selling*, acclaimed author John Asher unveils the closely guarded secrets that tap into the very core of human decision-making, empowering you to become a master of the sales process. By blending cutting-edge neuroscience with practical sales strategies, this guide will arm you with the tools you need to forge deep and lasting connections with your buyers, skyrocketing your sales figures to unprecedented heights. You'll discover: Neuroscience-Based Sales Techniques: Learn how to harness the power of the human brain to influence buyer behavior positively. Discover the inner workings of decision-making processes and tailor your sales approach to win over even the toughest prospects. Winning Over Hearts and Minds: Gain a profound understanding of the emotional triggers that drive buyer decisions. Craft compelling narratives that resonate with your audience on a deep, personal level, forging unbreakable connections that lead to increased loyalty and repeat business. The Art of Influence: Master the art of persuasion with cutting-edge neuro-selling techniques. Discover how to navigate objections, build trust, and close deals with confidence, making your competition fade into the background. Sales Strategies that Work: Leave outdated sales techniques behind and embrace a new era of effective selling. Explore



practical, proven strategies that will help you surpass your targets and set new sales records. Empowering Your Sales Team: Whether you're a seasoned sales professional or a budding entrepreneur, this book equips you with the knowledge and tools to empower your entire sales team. Unleash their potential and transform them into a force to be reckoned with. In today's fast-paced and fiercely competitive market, understanding the intricacies of human behavior is the key to unlocking unparalleled success in sales. With *The Neuroscience of Selling*, you hold the ultimate playbook for mastering the art of sales persuasion and fostering genuine connections with buyers. Note: The Introduction and Chapter One to *The Neuroscience of Selling* are adapted under license by SalesBrain, LLC, © 2002-2019.

**Leading Without Authority** Keith Ferrazzi 2020-05-26 The #1 New York Times bestselling author of *Never Eat Alone* redefines collaboration with a radical new workplace operating system in which leadership no longer demands an office, an official title, or even a physical workplace. "An actionable methodology for any team to thrive during the decade of exponential change ahead."—Peter H. Diamandis, founder of XPRIZE and Singularity University, bestselling co-author of *Abundance*, *Bold*, and *The Future Is Faster Than You Think* In times of stress, we have a choice: we can retreat further into our isolated silos, or we can commit to "going higher together." When external pressures are mounting, and employees are working from far-flung locations across the globe, says bestselling author Keith Ferrazzi, we can no longer afford to waste time navigating the complex chains of command or bureaucratic bottlenecks present in most companies. But when we choose the bold new methodology of co-elevation as our operating model, we unlock the potential to boost productivity, deepen commitment and engagement, and create a level of trust, mutual accountability, and purpose that exceeds what could have been accomplished under the status quo. And you don't need any formal authority to do it. You simply have to marshal a commitment to a shared mission and care about the success and development of others as much as you care about your own. Regardless of your title, position, or where or how you work, the ability to lead without authority is an essential workplace competency. Here, Ferrazzi draws on over a decade of research and over thirty years helping CEOs and senior leaders drive innovation and build high-performing teams to show how we can all turn our colleagues and partners into teammates and truly reboot the way we work together.

**Objections** Jeb Blount 2018-06-13 There are few one-size-fits-all solutions in sales. Context matters. Complex sales are different from one-call closes. B2B is different than B2C. Prospects, territories, products, industries, companies, and sales processes are all different. There is little black and white in the sales profession. Except for objections. There is democracy in objections. Every salesperson must endure many NOs in order to get to YES. Objections don't care or consider: Who you are What you sell How you sell If you are new to sales or a veteran If your sales cycle is long or short - complex or transactional For as long as salespeople have been asking buyers to make commitments, buyers have been throwing out objections. And, for as long as buyers have been saying no, salespeople have yearned for the secrets to getting past those NOs. Following in the footsteps of his blockbuster bestsellers *Fanatical Prospecting* and *Sales EQ*, Jeb Blount's *Objections* is a comprehensive and contemporary guide that engages your heart and mind. In his signature right-to-the-point style, Jeb pulls no punches and slaps you in the face with the cold, hard truth about what's really holding you back from closing sales and reaching your income goals. Then he pulls you in with examples, stories, and lessons that teach powerful human-influence frameworks for getting past NO - even with the most challenging objections. What you won't find, though, is old school techniques straight out of the last century. No bait and switch schemes, no sycophantic tie-downs, no cheesy scripts, and none of the contrived closing techniques that leave you feeling like a phony, destroy relationships, and only serve to increase your buyers' resistance. Instead, you'll learn a new psychology for turning-around objections and proven techniques that work with today's more informed, in control, and skeptical buyers. Inside the pages of *Objections*, you'll gain deep insight into: How to get past the natural human fear of NO and become rejection proof The science of resistance and why buyers throw out objections Human influence frameworks that turn you into a

master persuader The key to avoiding embarrassing red herrings that derail sales calls How to leverage the “Magical Quarter of a Second” to instantly gain control of your emotions when you get hit with difficult objections Proven objection turn-around frameworks that give you confidence and control in virtually every sales situation How to easily skip past reflex responses on cold calls and when prospecting How to move past brush-offs to get to the next step, increase pipeline velocity, and shorten the sales cycle The 5 Step Process for Turning Around Buying Commitment Objections and closing the sale Rapid Negotiation techniques that deliver better terms and higher prices As you dive into these powerful insights, and with each new chapter, you’ll gain greater and greater confidence in your ability to face and effectively handle objections in any selling situation. And, with this new-found confidence, your success and income will soar.

People Buy You Jeb Blount 2010-06-21 The ultimate guide to relationships, influence and persuasion in 21st century business. What is most important to your success as a sales or business professional? Is it education, experience, product knowledge, job title, territory, or business dress? Is it your company's reputation, product, price, marketing collateral, delivery lead times, in stock ratios, service guarantees, management strength, or warehouse location? Is it testimonials, the latest Forbes write up, or brand awareness? Is it the investment in the latest CRM software, business 2.0 tools, or social media strategy? You could hire a fancy consulting firm, make the list longer, add some bullet points, put it into a PowerPoint presentation, and go through the whole dog and pony show. But at the end of the day there will be only one conclusion... None of the above! You see, the most important competitive edge for today's business professionals cannot be found on this list, your resume, or in any of your company's marketing brochures. If you want to know the real secret to what matters most in business, just look in the mirror. That's right, it's YOU. Do these other things matter? Of course they do, but when all things are equal (and in the competitive world we live in today, things almost always are) People Buy You. Your ability to build lasting business relationships that allow you to close more deals, retain clients, increase your income, and advance your career to rise the top of your company or industry, depends on your skills for getting other people to like you, trust you, and BUY YOU. This break-through book pushes past the typical focus on mechanics and stale processes found in so many of today's sales and business books, and goes right to the heart of what matters most in 21st century business. Offering a straight forward, actionable formula for creating instant connections with prospects and customers, People Buy You will enable you to achieve a whole new level of success in your sales and business career. You'll discover: Three relationship myths that are holding you back Five levers that open the door to stronger relationships that quickly increase sales, improve retention, increase profits and advance your career The real secret to making instant emotional connections that eliminate objections and move buyers to reveal their real problems and needs How to anchor your business relationships and create loyal customers who will never leave you for a competitor How to build your personal brand to improve your professional presence and stand-out in the market place People Buy You is the new standard in the art of influence and persuasion. Few books have tackled the subject of interpersonal relationships in the business world in such a practical and down-to-earth manner, breaking what many perceive as a complex and frustrating process into easy, actionable steps that anyone can follow.

Selling 101 Zig Ziglar 2003-04-01 Here in a short, compact and concise format is the basics of how to persuade more people more effectively, more ethically, and more often. Ziglar draws from his fundamental selling experiences and shows that while the fundamentals of selling may remain constant, sales people must continue learning, living, and looking: learning from the past without living there; living in the present by seizing each vital moment of every single day; and looking to the future with hope, optimism, and education. His tips will not only keep your clients happy and add to your income, but will also teach you ideas and principles that will, most importantly, add to the quality of your life. Content drawn from Ziglar on Selling.

*Selling in a Crisis* Jeb Blount 2022-10-25 Find the motivation and confidence to stay on top when everything hits the fan In volatile times, it is hard to sell. It seems like every company is on a spending freeze, cutting back, or pushing off making decisions. Buyers become scarce and the

competition for the few that are still buying is fierce. People don't want to meet with you, objections are harsher, customers cancel orders and contracts on a whim and pressure you for price decreases. Yet, you are still under the same pressure to make your sales number. If you don't, your income will take a hit. Don't even mention the 401(k) that you are afraid to even look at with the markets in free fall. In this situation, it's natural to feel stressed out and feel demotivated. In *Selling in a Crisis*, the world's most sought-after sales trainer Jeb Blount delivers an essential blueprint for staying motivated, keeping your pipeline full, increasing sales, retaining your customers, and advancing your career in times of uncertainty and change. In his classic, no-nonsense style, Jeb gives you 55 easy to consume tips, techniques, and tactics that are time-tested and proven to help you stay on top when everything and everyone else is down. You'll also discover: The real secrets to selling more in a crisis The difference between rainmakers and rain barrels and how to find opportunity in adversity Why you must stop swimming naked and put your bathing suit on Why you don't get into buckets with crabs How to be a RIGHT NOW sales professional 7 Steps of Effective Prospecting Sequences and how to be professionally persistent How to adjust sales messaging to meet the moment The sales secrets of frogs, squirrels, and horses Sutton's Law and why you must go where the money is Why you need more than charm and a great personality to close sales in a crisis The five questions you must answer in the affirmative for every stakeholder How to handle buying commitment objections in a crisis How to protect your turf from competitors and your profits from price decreases Five ways to protect and advancing your career How to be bold and always trust your cape And so much more . . . Jon Kabat-Zinn once said, "You can't stop the waves, but you can learn to surf." This is exactly what you'll learn to do in this indispensable guide for sales professionals who are navigating the rough seas of volatility. With each chapter you will find the motivation, inspiration, and confidence catch to rise above the negativity, catch your wave, and take control of your life, career, mindset, and income.

Door-to-Door Millionaire Lenny Gray 2013-04-24 *Door-to-Door Millionaire: Secrets of Making the Sale* is THE book to help you improve your communication and door-to-door sales skills. This is a MUST read for new and experienced sales reps. Lenny's proven techniques will advance any sales rep's skills from Fortune 500 sales professionals to strip mall shoes salesmen. This guide teaches readers how to recognize vital nonverbal clues, how to resolve the five most common customer concerns during the sales process, and even includes a homeowner's guide on how to effectively get rid of door-to-door salespeople. These strategies and methods shed light on how door-to-door sales reps generate hundreds of millions of dollars annually. Filled with real-life examples of how these cutting edge strategies can lead to success, this guide will teach readers everywhere the principles needed to be most effective in sales and everyday life. *Door-to-Door Millionaire* instills invaluable and extraordinarily effective sales principles to readers everywhere. Not just for door-to-door sales reps, this informational resource can be used by anyone looking to improve their sales or communication skills with others. The first book of its kind to specifically list door-to-door sales techniques, this resource utilizes established techniques that can work even in the most hostile sales environments and can benefit readers in any industry. Exceptionally useful and applicable toward a diverse range of scenarios, this enlightening resource will help readers everywhere maximize their potential. Author Lenny Gray has had a long and successful career in the door-to-door sales industry. Along with running his own companies, Lenny has consulted for a variety of other businesses, and has taught his sales techniques and methods to a multitude of audiences. With thousands of accounts sold for various industries throughout the United States, he has used his successes to personally provide on-the-door training to hundreds of sales reps, many of whom have continued on to become very successful in their careers as accountants, attorneys, engineers, physicians, teachers, business owners, and sales professionals. [www.lennygray.com](http://www.lennygray.com)

*You Only Have to Be Right Once* Randall Lane 2014-10-16 The ultimate insider look at the newest titans of tech—and what you can learn from their success In 2007, twenty-one-year old David Karp launched Tumblr, a simple micro-blogging platform, on a whim. By 2012, it had become one of the top ten online destinations, drawing 170 million visitors. By 2013, Yahoo had acquired Tumblr for

over \$1 billion. Just like that, a kid who hadn't even earned his high school diploma was worth over a quarter billion dollars. And he's not the only one . . . Silicon Valley's newest billionaires represent a unique and unconventional breed of entrepreneur: young, bold, and taking the world by storm with their extreme speed, insatiable hunger, and progressive leadership. These whiz kids (and, to be fair, a few adults) have the hottest companies in the world. They are all turning just one brilliant insight or hook into money at a rate never before seen in human history—creating companies that, even with no revenue, garner insane valuations. With unique insider access to the world's most influential and wealthy entrepreneurs, Forbes has dug in to find what these super-entrepreneurs say about their own success. This book, introduced, edited, and updated by Forbes editor Randall Lane, is the first comprehensive look at who these instant tech billionaires are and how they achieved their quick wins. With sixteen illuminating pieces, including two never-before published features, we get behind-the-scenes examinations of the founders of Spotify, Airbnb, Tumblr, Twitter, and more, including: Elon Musk: The billionaire founder of Paypal, electric carmaker Tesla, and private space company SpaceX. His extreme ambition is matched by his preternatural engineering mind; no wonder he was the model for Robert Downey Jr.'s portrayal of Iron Man. Evan Spiegel: The twenty-three-year old declined a \$3 billion cash offer from Mark Zuckerberg, after making the mountain come to Mohammed (Snapchat's HQ is in Los Angeles) —an unheard of request from a young gun to one of the biggest players in Silicon Valley. The story of Snapchat's origin is even wilder than Facebook's, but Spiegel's ability to parlay infamy and popularity into revenue is still up in the air, even as Snapchat's valuation continues to grow. Alex Karp: An eccentric philosopher with almost no tech background turned a Peter Thiel backed venture, Palantir, into a data-mining champion, with clients like the NSA, the FBI, and the CIA. Amid heated privacy concerns, Karp continues to grow Palantir like crazy, to \$196 million in funding and an estimated \$1 billion in contracts in 2014. You Only Have to Be Right Once is the definitive collection of everything we can learn from these incredible game changers and what their next moves spell for the future of business.

*NeuroSelling* Jeff Bloomfield 2020-01-27 Your business lives and dies by your customer conversations. Shouldn't you have those down to a science? If you're tired of having to justify your price...of offering discounts to close the deal...of long sales cycles...of customers who can't seem to make a decision, then you need NeuroSelling(R), the only customer conversation tool grounded in neuroscience and behavioral psychology. But NeuroSelling(R) is more than just theory--it's a step-by-step, practical communication methodology honed by years of field experience, resulting in millions in new revenue in industries as diverse as biotech, financial services, manufacturing, and engineering. Start communicating in a way that: -Builds personal and professional trust faster - Naturally drives urgency to buy -Creates an automatic commitment to change In this book, you'll also read the stories of a sales rep who went from the bottom half of his sales organization to becoming rep of the year, as well as the dark-horse executive candidate who became CEO, chosen over three more experienced leaders. No matter your situation, successful selling begins and ends with the customer conversation.

The Lost Art of Closing Anthony Iannarino 2017-08-08 "Always be closing!" —Glengarry Glen Ross, 1992 "Never Be Closing!" —a sales book title, 2014 "?????" —salespeople everywhere, 2017 For decades, sales managers, coaches, and authors talked about closing as the most essential, most difficult phase of selling. They invented pushy tricks for the final ask, from the "take delivery" close to the "now or never" close. But these tactics often alienated customers, leading to fads for the "soft" close or even abandoning the idea of closing altogether. It sounded great in theory, but the results were often mixed or poor. That left a generation of salespeople wondering how they should think about closing, and what strategies would lead to the best possible outcomes. Anthony Iannarino has a different approach geared to the new technological and social realities of our time. In *The Lost Art of Closing*, he proves that the final commitment can actually be one of the easiest parts of the sales process—if you've set it up properly with other commitments that have to happen long before the close. The key is to lead customers through a series of necessary steps designed to prevent a purchase stall. Iannarino addressed this in a chapter of *The Only Sales Guide You'll Ever*

Need—which he thought would be his only book about selling. But he discovered so much hunger for guidance about closing that he’s back with a new book full of proven tactics and useful examples. The Lost Art of Closing will help you win customer commitment at ten essential points along the purchase journey. For instance, you’ll discover how to: · Compete on value, not price, by securing a Commitment to Invest early in the process. · Ask for a Commitment to Build Consensus within the client’s organization, ensuring that your solution has early buy-in from all stakeholders. · Prevent the possibility of the sale falling through at the last minute by proactively securing a Commitment to Resolve Concerns. The Lost Art of Closing will forever change the way you think about closing, and your clients will appreciate your ability to help them achieve real change and real results.)

*People Love You* Jeb Blount 2013-02-04 What you experience is what you remember. The more emotional the experience, the deeper it is branded into your memory. Experience has a massive impact on buying decisions. Every touch point, every time you or someone in your company engages a customer, it creates an experience - something they remember. When they have a negative experience, they tend to vote with their feet (and their wallets) and head straight to your competitors. When customers have positive emotional experiences, it anchors them to your brand, your product or service, and ultimately to you. In the twenty-first century, competitive advantages derived from unique products or services are short-lived because competitors are able to quickly and easily duplicate or match your offering. Likewise a focus on customer satisfaction and loyalty will no longer give you the competitive edge. Delivering a legendary customer experience has emerged as the single most important competitive advantage for companies across all industries. In *People Love You* you’ll learn the real secrets of customer experience including: 7 Essential Principles of Customer Engagement 5 Levers for Creating a Legendary Customer Experience The Secret to Bridging the Experience Gap How to Leverage the Pull Strategy to become a Trusted Advisor 2 Most Important Rules for Dealing with Pissed-off Customers In a hypercompetitive, global marketplace protecting your company’s customer base, the lifeblood of your business, must become your number one priority. The rubber hits the road with account managers, project managers, sales professionals, and customer service professionals—the people most connected to customers—who are on the frontlines of customer experience. They build unique and enduring emotional connections with customers that create long-term revenue and profit streams. In *People Love You*, human relationship guru, Jeb Blount, gives you a powerful playbook for interacting with customers in a way that creates deep, enduring, visceral connections that withstand relentless economic and competitive assaults.

*Persuasion IQ* Kurt Mortensen 2008-06-11 Through his Persuasion Institute, Kurt Mortensen has sought out and studied the Persuasion IQ (PQ) of the world’s top influencers. Now, in this game-changing guide, he’s leveraging his vast knowledge to teach readers the essential habits, traits, and behaviors necessary to cultivate their natural persuasive abilities. Concentrating on the 10 major Persuasion IQ skills, the book provides readers an opportunity to assess their own PQ, identify their strengths and weaknesses, and start down a path to enormous success and wealth. Readers will discover powerful techniques that enable them to: read people quickly; create instant trust; get others to take immediate action; close more sales; win over clients; accelerate business success; earn what they’re really worth; influence others to accept their points of view; win negotiations; enhance relationships; and--most important--hear the magical word “yes” more often! Your professional success, your income, and even your personal relationships depend on your ability to persuade, influence, and motivate other people. Whether you are selling a product, presenting an idea, or asking for a raise, persuasion is the magic ingredient. This powerful, life-changing book will transform anyone into a persuasion genius.

**Virtual Selling** Jeb Blount 2020-06-23 And just like that, everything changed . . . A global pandemic. Panic. Social distancing. Working from home. In a heartbeat, we went from happy hours to virtual happy hours. From conferences to virtual conferences. From selling to virtual selling. To remain competitive, sales and business professionals were required to shift the way they engaged prospects and customers. Overnight, virtual selling became the new normal. Now, it is here to stay.

Virtual selling can be challenging. It's more difficult to make human to human connections. It's natural to feel intimidated by technology and digital tools. Few of us haven't felt the wave of insecurity the instant a video camera is pointed in our direction. Yet, virtual selling is powerful because it allows you to engage more prospects and customers, in less time, at a lower cost, while reducing the sales cycle. Virtual Selling is the definitive guide to leveraging video-based technology and virtual communication channels to engage prospects, advance pipeline opportunities, and seal the deal. You'll learn a complete system for blending video, phone, text, live chat, social media, and direct messaging into your sales process to increase productivity and reduce sales cycles. Jeb Blount, one of the most celebrated sales trainers of our generation, teaches you: How to leverage human psychology to gain more influence on video calls The seven technical elements of impactful video sales calls The five human elements of highly effective video sales calls How to overcome your fear of the camera and always be video ready How to deliver engaging and impactful virtual demos and presentations Powerful video messaging strategies for engaging hard to reach stakeholders The Four-Step Video Prospecting Framework The Five-Step Telephone Prospecting Framework The LDA Method for handling telephone prospecting objections Advanced email prospecting strategies and frameworks How to leverage text messaging for prospecting and down pipeline communication The law of familiarity and how it takes the friction out of virtual selling The 5C's of Social Selling Why it is imperative to become proficient with reactive and proactive chat Strategies for direct messaging – the "Swiss Army Knife" of virtual selling How to leverage a blended virtual/physical selling approach to close deals faster As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to effectively engage prospects and customers through virtual communication channels. And, with this newfound confidence, your success and income will soar. Following in the footsteps of his blockbuster bestsellers *People Buy You*, *Fanatical Prospecting*, *Sales EQ*, *Objections*, and *Inked*, Jeb Blount's *Virtual Selling* puts the same strategies employed by his clients—a who's who of the world's most prestigious organizations—right into your hands.

*The People Business* A. Furnham 2005-04-19 It is often said that business is people. The bestselling author, Adrian Furnham, draws upon psychological reflections to present a critical and challenging account of perceived wisdom and management fads. In this book he scrutinises such subjects and themes as Anxiety Management, Authenticity, the Dark Side of Gift-Giving, Modern Management Styles, Performance Appraisal Systems and Work Life Balance

*The Sell* Fredrik Eklund 2016-04-05 The nation's #1 real estate broker and charismatic costar of Bravo's *Million Dollar Listing New York* shares his secrets on how to be successful. In the ten years since moving from Sweden to New York City, with no experience in real estate and no contacts, Fredrik Eklund has transformed himself into the best seller in the most competitive real estate market on the planet. In *The Sell*, Eklund leverages his years of experience to create the go-to manual for self-promotion and sales. At the core of the book are chapters tied to Eklund's 10-step program for "selling anything to everyone," and he shares his secrets on everything from personal authenticity and looking your very best to crafting the perfect sales pitch, negotiating with savvy, and closing deals promptly and efficiently . . . lest they slip away. Whether you're just starting a job as a sales rep at Verizon, navigating your career as an executive or entrepreneur, or hitting your stride closing big transactions as a banker at Goldman Sachs, *The Sell* will show you how to improve your game and radically increase the money you're bringing home. *The Sell* is a vital resource for anyone who wants to have an impact in his or her personal and professional life, with a razor-sharp focus on selling: selling yourself—or your brand—no matter your background.

*Sales EQ* Jeb Blount 2017-03-20 The New Psychology of Selling The sales profession is in the midst of a perfect storm. Buyers have more power—more information, more at stake, and more control over the sales process—than any time in history. Technology is bringing disruptive change at an ever-increasing pace, creating fear and uncertainty that leaves buyers clinging to the status quo. Deteriorating attention spans have made it difficult to get buyers to sit still long enough to "challenge," "teach," "help," give "insight," or sell "value." And a relentless onslaught of "me-too"

competitors have made differentiating on the attributes of products, services, or even price more difficult than ever. Legions of salespeople and their leaders are coming face to face with a cold hard truth: what once gave salespeople a competitive edge—controlling the sales process, command of product knowledge, an arsenal of technology, and a great pitch—are no longer guarantees of success. Yet this is where the vast majority of the roughly \$20 billion spent each year on sales training goes. It's no wonder many companies are seeing 50 percent or more of their salespeople miss quota. Yet, in this new paradigm, an elite group of top 1 percent sales professionals are crushing it. In our age of technology where information is ubiquitous and buyer attention spans are fleeting, these superstars have learned how to leverage a new psychology of selling—Sales EQ—to keep prospects engaged, create true competitive differentiation, as well as shape and influence buying decisions. These top earners are acutely aware that the experience of buying from them is far more important than products, prices, features, and solutions. In Sales EQ, Jeb Blount takes you on an unprecedented journey into the behaviors, techniques, and secrets of the highest earning salespeople in every industry and field. You'll learn: How to answer the 5 Most Important Questions in Sales to make it virtually impossible for prospects to say no How to master 7 People Principles that will give you the power to influence anyone to do almost anything How to shape and align the 3 Processes of Sales to lock out competitors and shorten the sales cycle How to Flip the Buyer Script to gain complete control of the sales conversation How to Disrupt Expectations to pull buyers towards you, direct their attention, and keep them engaged How to leverage Non-Complementary Behavior to eliminate resistance, conflict, and objections How to employ the Bridge Technique to gain the micro-commitments and next steps you need to keep your deals from stalling How to tame Irrational Buyers, shake them out of their comfort zone, and shape the decision making process How to measure and increase you own Sales EQ using the 15 Sales Specific Emotional Intelligence Markers And so much more! Sales EQ begins where The Challenger Sale, Strategic Selling, and Spin Selling leave off. It addresses the human relationship gap in the modern sales process at a time when sales organizations are failing because many salespeople have never been taught the human skills required to effectively engage buyers at the emotional level. Jeb Blount makes a compelling case that sales specific emotional intelligence (Sales EQ) is more essential to success than education, experience, industry awareness, product knowledge, skills, or raw IQ; and, sales professionals who invest in developing and improving Sales EQ gain a decisive competitive advantage in the hyper-competitive global marketplace. Sales EQ arms salespeople and sales leaders with the tools to identify their most important sales specific emotional intelligence developmental needs along with strategies, techniques, and frameworks for reaching ultra-high performance and earnings, regardless of sales process, industry, deal complexity, role (inside or outside), product or service (B2B or B2C).

**SUPERHUBS** Sandra Navidi 2017-01-24 ONE OF BLOOMBERG'S BEST BOOKS, 2016 FOREWORD BY NOURIEL ROUBINI \$UPERHUBS is a rare, behind-the-scenes look at how the world's most powerful titans, the -superhubs- pull the levers of our global financial system. Combining insider's knowledge with principles of network science, Sandra Navidi offers a startling new perspective on how superhubs build their powerful networks and how their decisions impact all our lives.

\$UPERHUBS reveals what happens at the exclusive, invitation-only platforms - The World Economic Forum in Davos, the meetings of the International Monetary Fund, think-tank gatherings and exclusive galas. This is the most vivid portrait to date of the global elite: the bank CEOs, fund managers, billionaire financiers and politicians who, through their interlocking relationships and collective influence are transforming our increasingly fragile financial system, economy and society.

**Virtual Selling** Jeb Blount 2020-07-28 And just like that, everything changed . . . A global pandemic. Panic. Social distancing. Working from home. In a heartbeat, we went from happy hours to virtual happy hours. From conferences to virtual conferences. From selling to virtual selling. To remain competitive, sales and business professionals were required to shift the way they engaged prospects and customers. Overnight, virtual selling became the new normal. Now, it is here to stay. Virtual selling can be challenging. It's more difficult to make human to human connections. It's

natural to feel intimidated by technology and digital tools. Few of us haven't felt the wave of insecurity the instant a video camera is pointed in our direction. Yet, virtual selling is powerful because it allows you to engage more prospects and customers, in less time, at a lower cost, while reducing the sales cycle. Virtual Selling is the definitive guide to leveraging video-based technology and virtual communication channels to engage prospects, advance pipeline opportunities, and seal the deal. You'll learn a complete system for blending video, phone, text, live chat, social media, and direct messaging into your sales process to increase productivity and reduce sales cycles. Jeb Blount, one of the most celebrated sales trainers of our generation, teaches you: How to leverage human psychology to gain more influence on video calls The seven technical elements of impactful video sales calls The five human elements of highly effective video sales calls How to overcome your fear of the camera and always be video ready How to deliver engaging and impactful virtual demos and presentations Powerful video messaging strategies for engaging hard to reach stakeholders The Four-Step Video Prospecting Framework The Five-Step Telephone Prospecting Framework The LDA Method for handling telephone prospecting objections Advanced email prospecting strategies and frameworks How to leverage text messaging for prospecting and down pipeline communication The law of familiarity and how it takes the friction out of virtual selling The 5C's of Social Selling Why it is imperative to become proficient with reactive and proactive chat Strategies for direct messaging – the "Swiss Army Knife" of virtual selling How to leverage a blended virtual/physical selling approach to close deals faster As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to effectively engage prospects and customers through virtual communication channels. And, with this newfound confidence, your success and income will soar. Following in the footsteps of his blockbuster bestsellers People Buy You, Fanatical Prospecting, Sales EQ, Objections, and Inked, Jeb Blount's Virtual Selling puts the same strategies employed by his clients—a who's who of the world's most prestigious organizations—right into your hands.

**Virtual Training** Jeb Blount 2021-06-09 Remote learning has been around since the 18th century. Caleb Phillips began advertising correspondence courses in the Boston Gazette in 1728 allowing people, for the first time, to learn new skills no matter where they lived. For the past 300 years, virtual training, in its various formats, has been meandering into shore on an inevitable yet slow building tide. And then, just like that, everything changed. A global pandemic. Social distancing. Working from home. In an instant, the tide became a tsunami. The global pandemic accelerated the broad adoption of virtual instructor led training along with awareness that classroom-based training is often expensive, inefficient, and fails to deliver a fair return on investment. While it is certainly more challenging to re-create the collaborative environment of the physical classroom in a virtual setting, virtual training combines the structure, accountability, and social learning benefits of classroom training with speed, agility, and significant cost savings. Simply put, virtual training enables organizations to rapidly upskill more people, while generating a far higher return on the training investment. Virtual training is also green. Studies indicate that virtual training consumes nearly 90% less energy and produces 85% fewer CO2 emissions than classroom training. Still, the biggest challenge with virtual training, and the reason there has been so much resistance to it, is historically the experience has been excruciating. Not the quality of the curriculum or content. Not the talent of the trainer. The learning experience. There are few people who haven't had the pleasure of sitting through agonizing virtual training sessions. Death by voice over PowerPoint, delivered by a disengaged instructor, has an especially bitter flavor. It is the way virtual training is delivered that matters most. When the virtual learning experience is emotionally positive: Participants are more engaged, embrace new competencies, and knowledge sticks Participants are more likely to show up to class and be open to future virtual training Trainers enjoy their work and gain fulfillment from making an impact Leaders book more virtual training Organizations more readily blend and integrate virtual training into learning & development initiatives This is exactly what this book is about. Virtual Training is the definitive guide to delivering virtual training that engages learners and makes new skills and behavioral changes stick. Jeb Blount, one of the most



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**The Science of Selling** David Hoffeld 2022-02-08 The Revolutionary Sales Approach Scientifically Proven to Dramatically Improve Your Sales and Business Success Blending cutting-edge research in social psychology, neuroscience, and behavioral economics, The Science of Selling shows you how to align the way you sell with how our brains naturally form buying decisions, dramatically increasing your ability to earn more sales. Unlike other sales books, which primarily rely on anecdotal evidence and unproven advice, Hoffeld's evidence-based approach connects the dots between science and situations salespeople and business leaders face every day to help you consistently succeed, including proven ways to: - Engage buyers' emotions to increase their receptiveness to you and your ideas - Ask questions that line up with how the brain discloses information - Lock in the incremental commitments that lead to a sale - Create positive influence and reduce the sway of competitors - Discover the underlying causes of objections and neutralize them - Guide buyers through the necessary mental steps to make purchasing decisions Packed with advice and anecdotes, The Science of Selling is an essential resource for anyone looking to succeed in today's cutthroat selling environment, advance their business goals, or boost their ability to influence others. \*\*Named one of The 20 Most Highly-Rated Sales Books of All Time by HubSpot

**Virtual Selling: How to Build Relationships, Differentiate, and Win Sales Remotely** Mike Schultz 2020-07-17

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exame para saber se estou na menopausa calculos de matematica para resolver exercicios para os triceps quantos sao os anagramas da palavra matematica a historia da dinamarca solucao do cubo magico o que e o choro para a psicologia instrucao normativa 73/2020 resenha critica livro extraordinario exame de anti hbs irregular verb past tense word search resposta o que e reparo projeto escola limpa aluno educado bacilos gram negativos no exame de bacterioscopia frases curtas de educacao quais os tipos de blocos economicos livro para aprender espanhol atividades sobre o curupira para educacao infantil historia de abner na biblia frases inteligente para instagram estudo biblico para celulas rafael aires livro ufba educando com o exame 35 da oab grafico da funcao seno e cosseno exercicios resolvidos sociedade anonima de futebol estudantes caiu na net livro dos sonhos do jogo do bicho novo livro percy jackson qual exame para detectar hpv termo de responsabilidade oficina mecanica como que e contracao de treinamento o que e d r e na contabilidade atividade dia do estudante 4 ano reparo do cambio do celta o que basofilos no exame de sangue berco americano manual de montagem sistema de gerenciamento de desbravadores a guide to proper dating analista de tecnologia da informacao nessa campanha a principal estrategia para convencer capas de trabalho de tecnologia horario do debate politico hoje jogador com mais assistencias na historia do futebol religious values test portugues historia de davi e batseba teste de gravidez quiboa o que e o exame proteina c reativa manual esterilizacao anvisa 2022 perguntas raciocinio logico com respostas reparo da descarga fabrimar sonhar com muitas cobras livro dos sonhos atividades de equilibrio na educacao infantil livro portugues 3 ano ensino medio tecnologia inverter ar condicionado protese total superior passo a passo mapa mental sociologia 1 ano ensino medio livro

cartas perto do coracao gratis tapetes croche passo a passo teste de tolerancia a lactose como e feito explique a concepcao de educacao de emile durkheim o que faz um analista de marketing digital livro sobre emocoes infantil objetivos de trabalhar folclore na educacao infantil questoes de epidemiologia com gabarito a historia do macaco enem 2023 vai ser discursivo as 4 1 condicoes da analise 4 pilares da educacao atividades de matematica educacao especial dieta bicho e planta cardapio o que significa estudo de caso relacao entre irmaos psicologia o que faz um pratico de navio rede economia praca seca para nao esquecer politicas publicas que empobrecem o brasil periodo pombalino na educacao relatorio de aula pratica sistema digestorio teste de gravidez 10mui/ml confirme classificacoes dos jogadores de sociedade esportiva palmeiras x corinthians questoes de anatomia cabeca e pescoco fazer exame de sangue pode beber agua problemas no motor de arranque sonhar com casas novas livro dos sonhos pendencias nao solucionadas em seu cadastro bb entrevista com a vovo o que e o que e com respostas infantil o que significa sonhar traindo a pessoa amada servico social e sociedade cantinho de estudo no quarto como se comportar em uma entrevista lugar onde foram encontrados os registros escritos mais antigos comunicado alteracao de data de aniversario o que e receita financeira estudo sobre louvor e adoracao tatuagem eu sou uma longa historia questoes sobre estudos dos gases caixa economica federal png pku teste do pezinho exame de fsh precisa de jejum secretario municipal de educacao app do itau com problema historia do stranger things como pagar a mei teste variola dos macacos anel de formatura educacao fisica feminino como escrever um livro sobre minha vida psicologia do esporte pos graduacao como declarar gastos com educacao no imposto de renda 2023 pedra da engenharia civil pode ou nao pode perguntas sinal maior e menor matematica kit reparo controle ps4 historia do rap no brasil poema meio ambiente educacao infantil centro historico de mariana estruturas anatomicas do coracao hermes pardini resultado de exames livro dia apos dia ate que ele venha historia da rapunzel resumo atividades educacao infantil 4 anos matematica historias biblicas de jesus soro

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