

sales eq jeb blount pdf

sales eq jeb blount pdf is a highly sought-after resource for sales professionals aiming to enhance their emotional intelligence and improve sales performance. Jeb Blount's expertise in sales psychology and emotional intelligence is well encapsulated in this comprehensive guide. The document delves into the critical role of emotional intelligence in the sales process, highlighting how understanding and managing emotions can dramatically impact sales success. In this article, the sales eq jeb blount pdf will be explored in detail, focusing on its core concepts, practical applications, and the benefits it offers to sales teams and individual salespeople. This guide serves as a valuable tool for those looking to develop their interpersonal skills, improve customer relationships, and ultimately close more deals. The content also addresses how emotional intelligence can be integrated into various sales strategies, making it essential for anyone serious about sales excellence.

- Overview of Sales EQ and Jeb Blount's Approach
- Key Concepts in the Sales EQ Jeb Blount PDF
- Practical Applications of Emotional Intelligence in Sales
- Benefits of Using Sales EQ Strategies
- How to Access and Utilize the Sales EQ Jeb Blount PDF

Overview of Sales EQ and Jeb Blount's Approach

The sales eq jeb blount pdf centers around the concept of Sales Emotional Intelligence (Sales EQ), a framework created by Jeb Blount to help sales professionals leverage emotional intelligence to achieve

better results. Jeb Blount is a renowned sales expert and author, known for his practical insights into sales psychology and effective communication. Sales EQ is distinct from traditional sales training because it focuses on emotional awareness, empathy, and the ability to manage emotions during sales interactions.

Jeb Blount's approach emphasizes that sales success is not just about product knowledge or persuasion techniques but also about understanding the emotional dynamics between buyers and sellers. The sales eq jeb blount pdf outlines strategies for identifying emotional cues, responding appropriately, and building trust with customers. This approach transforms sales conversations into meaningful exchanges that drive commitment and loyalty.

Background of Jeb Blount

Jeb Blount is a best-selling author and speaker specializing in sales acceleration and leadership. His extensive experience in sales leadership and training has made him a trusted authority on emotional intelligence in sales. The sales eq jeb blount pdf reflects his deep understanding of how emotions influence buying decisions and sales outcomes.

Definition of Sales EQ

Sales EQ can be defined as the ability of a salesperson to recognize, understand, and manage emotions in themselves and others to improve sales effectiveness. The sales eq jeb blount pdf breaks this down into specific competencies such as self-awareness, empathy, emotional regulation, and social skills, all of which are critical in navigating complex sales environments.

Key Concepts in the Sales EQ Jeb Blount PDF

The sales eq jeb blount pdf introduces several key concepts that serve as the foundation for mastering emotional intelligence in sales. These concepts provide a roadmap for sales professionals to develop emotional acumen and apply it strategically in their daily interactions.

Emotional Self-Awareness

One of the primary concepts highlighted in the sales eq jeb blount pdf is emotional self-awareness. This involves recognizing one's own emotional state and understanding how it affects behavior and decision-making. Salespeople who cultivate this awareness can better control their responses under pressure and maintain a professional demeanor.

Empathy and Active Listening

Empathy is the ability to understand the feelings and perspectives of customers. The sales eq jeb blount pdf stresses the importance of active listening as a tool to enhance empathy. Active listening enables salespeople to pick up on verbal and non-verbal cues, making it easier to align their sales approach with the customer's emotional state and needs.

Emotional Regulation

Managing emotions effectively, especially in high-stress sales situations, is another vital concept. The sales eq jeb blount pdf provides techniques for emotional regulation, such as breathing exercises and cognitive reframing, to help sales professionals stay calm and focused during negotiations and objections.

Building Rapport and Trust

The ability to build rapport quickly and establish trust is a cornerstone of Sales EQ. The sales eq jeb blount pdf outlines methods for establishing genuine connections through authenticity, consistency, and emotional congruence, which are essential for long-term client relationships.

Practical Applications of Emotional Intelligence in Sales

The sales eq jeb blount pdf translates theoretical concepts into actionable strategies that sales professionals can implement immediately. These practical applications contribute to improved communication, enhanced customer satisfaction, and increased sales conversion rates.

Reading Emotional Cues

Salespeople trained in Sales EQ learn to identify subtle emotional signals from prospects. The sales eq jeb blount pdf provides guidance on observing body language, tone of voice, and facial expressions to better interpret customer feelings and adjust sales tactics accordingly.

Handling Objections with Emotional Insight

Objections are a natural part of the sales process. Using emotional intelligence, as outlined in the sales eq jeb blount pdf, helps sales professionals approach objections with empathy and patience. This reduces conflict and opens the door to resolving concerns effectively.

Tailoring Sales Presentations

Emotional intelligence enables salespeople to customize their presentations to resonate emotionally with the buyer. The sales eq jeb blount pdf emphasizes understanding the customer's motivations and pain points to create compelling, emotionally engaging sales messages.

Enhancing Negotiation Skills

The sales eq jeb blount pdf illustrates how emotional regulation and empathy contribute to more successful negotiations. By managing emotions and understanding the other party's feelings, salespeople can find mutually beneficial solutions and close deals more efficiently.

Benefits of Using Sales EQ Strategies

Adopting the principles found in the sales eq jeb blount pdf offers numerous advantages for sales professionals and organizations. These benefits extend beyond individual performance to impact overall business growth and customer loyalty.

- **Improved Customer Relationships:** Emotional intelligence fosters deeper connections and trust with clients.
- **Higher Sales Conversion Rates:** Understanding emotions helps tailor approaches that resonate and persuade effectively.
- **Reduced Sales Cycle Time:** Efficient emotional management accelerates decision-making processes.
- **Enhanced Team Collaboration:** Sales EQ principles improve communication and cooperation within sales teams.
- **Increased Resilience:** Emotional regulation equips salespeople to handle rejection and setbacks with composure.

Impact on Customer Experience

Customers respond positively to sales professionals who demonstrate empathy and emotional awareness. The sales eq jeb blount pdf highlights how these qualities lead to superior customer experiences, driving repeat business and referrals.

Organizational Growth and Performance

Organizations that integrate Sales EQ into their sales culture experience higher revenue growth and stronger competitive advantage. The sales eq jeb blount pdf provides a framework for scaling emotional intelligence across sales teams, promoting consistent and sustainable performance improvements.

How to Access and Utilize the Sales EQ Jeb Blount PDF

Accessing the sales eq jeb blount pdf is essential for sales professionals seeking to deepen their understanding of emotional intelligence in sales. This section outlines ways to obtain the document and best practices for utilizing it effectively.

Where to Find the Sales EQ Jeb Blount PDF

The sales eq jeb blount pdf is typically available through authorized sales training platforms, Jeb Blount's official channels, and reputable sales education providers. It is important to obtain the PDF from legitimate sources to ensure accuracy and completeness.

Strategies for Effective Use

To maximize the benefits of the sales eq jeb blount pdf, sales professionals should:

1. Read the document thoroughly to understand foundational concepts.
2. Apply techniques in real-world sales scenarios to build proficiency.
3. Participate in training sessions or workshops based on the Sales EQ framework.
4. Use the PDF as a reference guide for ongoing skill development.

5. Incorporate feedback from peers and mentors to refine emotional intelligence skills.

Integrating Sales EQ into Daily Sales Practices

Implementing the lessons from the sales eq jeb blount pdf requires consistency and commitment.

Sales teams can hold regular meetings to discuss emotional intelligence challenges and successes, fostering a culture of continuous improvement and emotional awareness.

Frequently Asked Questions

What is the 'Sales EQ' book by Jeb Blount about?

'Sales EQ' by Jeb Blount focuses on the importance of emotional intelligence in sales, teaching sales professionals how to connect with customers, handle objections, and close deals more effectively by managing emotions during the sales process.

Is there a PDF version of 'Sales EQ' by Jeb Blount available for free?

Officially, 'Sales EQ' by Jeb Blount is a copyrighted work, and free PDF versions are generally not legally available. It is recommended to purchase the book through authorized sellers or access it via libraries.

Where can I legally download 'Sales EQ' by Jeb Blount in PDF format?

You can purchase and download 'Sales EQ' by Jeb Blount in eBook formats, including PDF, from authorized retailers like Amazon Kindle, Barnes & Noble, or directly from the publisher's website.

What are some key emotional intelligence strategies discussed in 'Sales EQ'?

'Sales EQ' emphasizes strategies such as building rapport, active listening, empathy, emotional regulation, and adapting communication styles to the customer's emotional state to improve sales outcomes.

How can 'Sales EQ' by Jeb Blount help improve my sales performance?

By applying the emotional intelligence techniques taught in 'Sales EQ,' sales professionals can better understand and influence customer emotions, leading to stronger relationships, reduced objections, and higher closing rates.

Does Jeb Blount offer any supplementary materials or workbooks related to 'Sales EQ'?

Yes, Jeb Blount often provides additional resources such as workbooks, online courses, and webinars that complement the concepts in 'Sales EQ' to help salespeople practice and implement emotional intelligence skills.

Can 'Sales EQ' concepts be applied to industries outside of traditional sales?

Absolutely. The emotional intelligence principles in 'Sales EQ' are applicable across various fields including customer service, leadership, negotiation, and any role that requires interpersonal communication.

What makes 'Sales EQ' by Jeb Blount different from other sales books?

'Sales EQ' uniquely focuses on the emotional aspect of selling rather than just techniques and tactics, highlighting how managing emotions—both the salesperson's and the customer's—can drive sales

success.

Additional Resources

1. *Sales EQ: How Ultra High Performers Leverage Sales-Specific Emotional Intelligence to Close the Complex Deal* by Jeb Blount

This book explores the critical role emotional intelligence plays in sales success. Jeb Blount reveals how top sales professionals use emotional intelligence to build rapport, manage their emotions, and understand their customers deeply. It offers practical strategies for improving sales performance through enhanced emotional awareness and interpersonal skills.

2. *Fanatical Prospecting* by Jeb Blount

In "Fanatical Prospecting," Jeb Blount emphasizes the importance of consistent prospecting to maintain a healthy sales pipeline. The book provides actionable techniques for overcoming rejection, managing time effectively, and engaging potential clients. It's an essential read for salespeople looking to increase their lead generation and close more deals.

3. *Objections: The Ultimate Guide for Mastering The Art and Science of Getting Past No* by Jeb Blount

This comprehensive guide tackles one of the biggest challenges in sales: handling objections. Jeb Blount presents proven methods for anticipating, responding to, and overcoming objections with confidence. The book helps sales professionals turn objections into opportunities to close more sales.

4. *Sales Management. Simplified.* by Mike Weinberg

Mike Weinberg provides straightforward advice for sales managers to lead their teams to success. The book covers topics such as coaching, accountability, and building a winning sales culture. It's an excellent resource for managers looking to sharpen their leadership and drive sales performance.

5. *Emotional Intelligence for Sales Success* by Colleen Stanley

This book delves into the intersection of emotional intelligence and sales effectiveness. Colleen Stanley outlines how emotional competencies like self-awareness, empathy, and relationship management can boost sales results. It includes practical tips for developing emotional intelligence

skills tailored to sales professionals.

6. *The Psychology of Selling* by Brian Tracy

Brian Tracy explores the mental aspects of selling and how to develop a winning mindset. The book covers techniques for building self-confidence, understanding customer psychology, and closing deals successfully. It's a classic resource for anyone looking to improve their sales approach through psychological insights.

7. *New Sales. Simplified.* by Mike Weinberg

Focused on new business development, this book provides a step-by-step plan for acquiring new customers. Mike Weinberg offers strategies for crafting compelling sales stories, prospecting effectively, and managing the sales pipeline. It's ideal for salespeople who want to boost their new client acquisition skills.

8. *Emotional Intelligence 2.0* by Travis Bradberry and Jean Greaves

While not sales-specific, this book is a valuable resource for improving emotional intelligence in any professional context. It includes a self-assessment and practical strategies for enhancing EQ skills such as self-regulation, empathy, and social skills. Sales professionals can benefit from these techniques to improve client interactions and team dynamics.

9. *Sell with a Story: How to Capture Attention, Build Trust, and Close the Sale* by Paul Smith

Paul Smith emphasizes the power of storytelling in sales to connect with customers and influence decisions. The book provides guidance on crafting and delivering compelling sales stories that resonate emotionally. It's a useful tool for salespeople looking to enhance their communication and persuasion skills.

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Sales EQ: Jeb Blount's Guide to Emotional Intelligence in Sales (PDF)

Name: Unlocking Sales Success: Mastering Emotional Intelligence with Jeb Blount

Outline:

Introduction: The Power of Sales EQ and its Impact on Revenue

Chapter 1: Understanding Emotional Intelligence (EQ) in a Sales Context

Chapter 2: Identifying Your Sales EQ Strengths and Weaknesses

Chapter 3: Building Rapport and Trust Through Emotional Intelligence

Chapter 4: Handling Objections and Difficult Conversations with EQ

Chapter 5: Negotiating and Closing Deals with Emotional Intelligence

Chapter 6: Leading and Motivating Your Sales Team with EQ

Chapter 7: Maintaining Resilience and Managing Stress in Sales

Conclusion: Sustaining Sales Success Through Continuous EQ Development

Unlocking Sales Success: Mastering Emotional Intelligence with Jeb Blount

In today's competitive sales landscape, technical skills and product knowledge are only half the battle. To truly thrive, salespeople need a powerful weapon in their arsenal: Emotional Intelligence (EQ). Jeb Blount's work on Sales EQ shines a light on this crucial element, offering a practical framework for leveraging emotional intelligence to dramatically improve sales performance. This comprehensive guide delves into the core principles outlined in his seminal work, exploring how understanding and managing emotions can transform your sales strategy and lead to remarkable results. Downloading the PDF provides immediate access to this invaluable resource.

1. The Power of Sales EQ and its Impact on Revenue

The introduction lays the groundwork, defining Sales EQ and establishing its critical role in sales success. It highlights the limitations of relying solely on traditional sales techniques and emphasizes how emotional intelligence bridges the gap between product knowledge and genuine connection with clients. This section underscores the quantifiable impact of high EQ on revenue generation, citing research and real-world examples of how emotionally intelligent salespeople consistently outperform their less emotionally aware counterparts. Key takeaways include:

Defining Sales EQ: A blend of self-awareness, self-regulation, social awareness, and relationship management applied specifically within a sales context.

The Revenue Connection: Demonstrates a clear correlation between high Sales EQ and increased sales figures, conversion rates, and customer retention.

Beyond Traditional Sales: Explains how EQ complements—and often surpasses—traditional sales tactics, leading to more authentic and sustainable success.

Case Studies: Illustrates real-world examples of businesses and individuals who have achieved significant revenue growth by prioritizing Sales EQ development.

2. Understanding Emotional Intelligence (EQ) in a Sales Context

This chapter dissects the four core components of EQ – self-awareness, self-regulation, social awareness, and relationship management – within the context of sales. It clarifies how each component manifests in various sales scenarios, such as building rapport, handling objections, and closing deals. Practical exercises and examples are provided to help readers assess their own EQ strengths and weaknesses in a sales context. Key aspects include:

Self-Awareness: Understanding your own emotions, strengths, weaknesses, and how they impact your interactions with prospects. This involves recognizing triggers, biases, and emotional responses to different situations.

Self-Regulation: Managing your emotions effectively, especially during stressful sales interactions. This includes maintaining composure under pressure, controlling impulsive reactions, and adapting to changing circumstances.

Social Awareness: Empathy and understanding the emotions of your prospects. This allows for tailoring communication styles, identifying needs, and building rapport based on emotional cues.

Relationship Management: Building and nurturing strong, mutually beneficial relationships with clients. This involves active listening, clear communication, and demonstrating genuine care for the client's needs.

3. Identifying Your Sales EQ Strengths and Weaknesses

This chapter provides practical tools and techniques for assessing your own Sales EQ. It might include self-assessment questionnaires, reflective exercises, and 360-degree feedback methods. The goal is to pinpoint areas of strength and weakness, creating a personalized roadmap for improvement. This section emphasizes honest self-reflection as the crucial first step towards developing higher EQ. Key elements include:

Self-Assessment Tools: Providing questionnaires or assessments to gauge individual EQ levels across the four key components.

Identifying Blind Spots: Helping readers recognize areas where their emotional intelligence might be hindering their sales performance.

Seeking Feedback: Encouraging the use of 360-degree feedback from colleagues, managers, and clients to gain a broader perspective.

Creating a Personal Development Plan: Guiding readers in formulating a targeted plan for improving specific aspects of their Sales EQ.

4. Building Rapport and Trust Through Emotional Intelligence

This section explores the fundamental role of EQ in establishing strong, trusting relationships with clients. It emphasizes the importance of active listening, empathy, and mirroring techniques to foster genuine connection. Strategies for adapting communication styles to individual client personalities and preferences are also covered. Key points include:

Active Listening: Techniques for truly understanding client needs beyond the explicit words they use.

Empathy and Mirroring: Using nonverbal cues and mirroring techniques to build rapport and connection.

Personalized Communication: Tailoring communication styles to individual client personalities and preferences.

Building Trust: Strategies for demonstrating credibility, integrity, and genuine concern for the client's well-being.

5. Handling Objections and Difficult Conversations with EQ

This chapter provides practical strategies for navigating challenging sales situations with emotional intelligence. It offers techniques for managing your own emotional responses while remaining calm and professional. It also covers strategies for effectively addressing client concerns and resolving conflicts constructively. Key elements include:

Managing Your Emotions: Techniques for staying calm and centered during difficult conversations.

Active Listening and Empathy: Understanding the client's perspective and validating their concerns.

Constructive Conflict Resolution: Strategies for navigating disagreements and resolving conflicts effectively.

Turning Objections into Opportunities: Reframing objections as opportunities to build rapport and demonstrate understanding.

6. Negotiating and Closing Deals with Emotional Intelligence

This chapter focuses on the critical role of EQ in successful negotiation and deal closing. It emphasizes the importance of understanding the emotional landscape of the negotiation, managing your own emotions, and building rapport with the other party. Strategies for creating win-win scenarios and closing deals effectively are explored. Key aspects include:

Understanding the Emotional Landscape: Recognizing and responding to the emotional state of the other party.

Strategic Communication: Using clear, concise, and persuasive communication to achieve your objectives.

Building Rapport and Trust: Creating a positive and collaborative atmosphere to facilitate successful negotiations.

Win-Win Negotiation: Strategies for creating mutually beneficial outcomes that satisfy both parties.

7. Leading and Motivating Your Sales Team with EQ

This chapter explores how emotional intelligence impacts leadership within a sales team. It offers guidance on building strong team relationships, fostering a positive work environment, and motivating team members to achieve their full potential. Key aspects include:

Building Team Cohesion: Strategies for fostering strong relationships and collaboration within the sales team.

Providing Constructive Feedback: Giving feedback that is both supportive and effective in promoting growth.

Motivating and Inspiring: Inspiring team members to perform at their best and achieve their goals.

Conflict Resolution: Effective strategies for managing and resolving conflict within the team.

8. Maintaining Resilience and Managing Stress in Sales

This section addresses the inevitable challenges and stress associated with a sales career. It provides practical strategies for building resilience, managing stress levels, and maintaining a positive mental attitude. Key aspects include:

Stress Management Techniques: Practical techniques for managing stress, such as mindfulness, exercise, and time management.

Building Resilience: Strategies for developing the ability to bounce back from setbacks and challenges.

Maintaining a Positive Mindset: Cultivating a positive outlook and developing a growth mindset.

Self-Care: The importance of prioritizing self-care to maintain both physical and mental well-being.

9. Conclusion: Sustaining Sales Success Through Continuous EQ Development

The conclusion summarizes the key takeaways from the book and emphasizes the importance of ongoing EQ development. It encourages readers to continually refine their emotional intelligence skills to achieve long-term success in sales. It may also offer suggestions for further learning and development.

FAQs

1. What is Sales EQ? Sales EQ refers to the application of emotional intelligence principles specifically within sales interactions to enhance performance and build stronger client relationships.
2. How does Sales EQ differ from traditional sales techniques? While traditional sales techniques focus on product knowledge and closing strategies, Sales EQ emphasizes understanding and managing emotions to build rapport, handle objections, and create mutually beneficial relationships.
3. Can Sales EQ be learned? Yes, Sales EQ is a skill that can be developed and improved through self-awareness, targeted practice, and ongoing learning.
4. What are the key components of Sales EQ? The four key components are self-awareness, self-regulation, social awareness, and relationship management.
5. How can I assess my own Sales EQ? You can use self-assessment tools, seek feedback from colleagues and clients, and reflect on your past sales interactions to identify strengths and weaknesses.
6. How does Sales EQ impact revenue? Higher Sales EQ is strongly correlated with increased sales, higher conversion rates, improved customer satisfaction, and stronger client relationships.
7. Is Sales EQ important for sales leaders as well? Absolutely! Strong Sales EQ is crucial for sales leaders to build effective teams, foster collaboration, and motivate their team members.
8. How can I improve my Sales EQ? Through continuous self-reflection, training, practice, and seeking feedback you can significantly improve your Sales EQ.
9. Where can I find more resources on Sales EQ? Besides Jeb Blount's work, numerous books, workshops, and online resources offer further guidance on developing emotional intelligence in sales.

Related Articles:

1. The Impact of Emotional Intelligence on Sales Performance: A study exploring the link between EQ and sales success metrics.
2. Building Rapport with Clients: An EQ-Based Approach: Techniques for establishing trust and connection with prospects using emotional intelligence.
3. Handling Difficult Sales Objections with Empathy: Strategies for turning objections into opportunities through understanding and empathy.
4. Negotiation Skills and Emotional Intelligence: How EQ can improve negotiation outcomes and create win-win scenarios.
5. Leadership in Sales: The Role of Emotional Intelligence: Exploring the leadership qualities required in sales management and the importance of emotional intelligence.
6. Stress Management for Sales Professionals: Techniques for coping with the pressures and stress

of a sales career.

7. Self-Awareness in Sales: Understanding Your Strengths and Weaknesses: The importance of self-reflection and self-assessment in developing higher EQ.

8. Active Listening and Empathy in Sales Interactions: Techniques for truly understanding client needs and building stronger relationships.

9. The Future of Sales: The Rise of Emotional Intelligence: A discussion on how emotional intelligence will play an increasingly critical role in future sales strategies.

sales eq jeb blount pdf: *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).

sales eq jeb blount pdf: *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.

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: Emotional Intelligence for Sales Success Colleen Stanley, 2013 Why do salespeople frequently fail to execute-even when they know what they should do?

sales eq jeb blount pdf: Virtual Training Jeb Blount, 2021-06-22 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 celebrated trainers and authors of our generation, walks you step-by-step through the seven elements of effective, engaging virtual learning experiences. Trainer Mindset & Emotional Discipline. Production & Technology. Media & Visuals. Virtual Curriculum & Instructional Design. Planning & Preparation. Virtual Communication Skills. Dynamic & Interactive Training Delivery. As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to effectively deliver training in a virtual classroom. Once you master virtual training delivery and experience the power of remote learning, you may never want to go back to the physical classroom again.

sales eq jeb blount pdf: Fanatical Prospecting Jeb Blount, 2015-09-29 Ditch the failed sales tactics, fill your pipeline, and crush your number. With over 500,000 copies sold, 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!

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: *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

sales eq jeb blount pdf: *Boss It* Carl Reader, 2020-10-03 WINNER: Independent Press Awards 2021 - Business: Entrepreneurship & Small Business HIGHLY COMMENDED: Business Book Awards 2021 - Start up/Scale up Do you dream of ditching the day job, doing your own thing and being your own boss? Are you ready to Boss It? In this invigorating and highly practical book, serial entrepreneur Carl Reader provides exactly the fire and guidance you need to get started. Designed to cut through the business jargon, this handy guide will take you through everything you need to establish and run your own business - from the mindset it takes to turn a dream into a plan, to the need-to-know practical stuff for running and growing a business. Featuring case studies, templates and exercises to help you put what you read into action, and turn that dream into a reality, this motivational book will enable you to be your own boss, to take control of your income, your time and your life... and Boss It.

sales eq jeb blount pdf: *Fanatical Military Recruiting* Jeb Blount, 2019-03-05 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.

sales eq jeb blount pdf: The Robots Are Coming! Andres Oppenheimer, 2019-04-30 Staying true to his trademark journalistic approach, Andrés Oppenheimer takes his readers on yet another journey, this time across the globe, in a thought-provoking search to understand what the future holds for today's jobs in the foreseeable age of automation. *The Robots Are Coming!* centers around the issue of jobs and their future in the context of rapid automation and the growth of online products and services. As two of Oppenheimer's interviewees -- both experts in technology and economics from Oxford University -- indicate, forty-seven percent of existing jobs are at risk of becoming automated or rendered obsolete by other technological changes in the next twenty years. Oppenheimer examines current changes in several fields, including the food business, legal work, banking, and medicine, speaking with experts in the field, and citing articles and literature on automation in various areas of the workforce. He contrasts the perspectives of techno-optimists with those of techno-negativists and generally attempts to find a middle ground between an alarmist vision of the future, and one that is too uncritical. A self-described cautious optimist, Oppenheimer believes that technology will not create massive unemployment, but rather will drastically change what work looks like.

sales eq jeb blount pdf: The Dragonfly Effect Jennifer Aaker, Andy Smith, 2010-09-28 Proven strategies for harnessing the power of social media to drive social change Many books teach the mechanics of using Facebook, Twitter, and YouTube to compete in business. But no book addresses how to harness the incredible power of social media to make a difference. *The Dragonfly Effect* shows you how to tap social media and consumer psychological insights to achieve a single, concrete goal. Named for the only insect that is able to move in any direction when its four wings are working in concert, this book Reveals the four wings of the Dragonfly Effect-and how they work together to produce colossal results Features original case studies of global organizations like the Gap, Starbucks, Kiva, Nike, eBay, Facebook; and start-ups like Groupon and COOKPAD, showing how they achieve social good and customer loyalty Leverage the power of design thinking and psychological research with practical strategies Reveals how everyday people achieve unprecedented results-whether finding an almost impossible bone marrow match for a friend, raising millions for cancer research, or electing the current president of the United States *The Dragonfly Effect* shows that you don't need money or power to inspire seismic change.

sales eq jeb blount pdf: Rewire Richard O'Connor, 2015-07-21 The bestselling author of *Undoing Depression* offers a brain-based guide to permanently ending bad habits Richard O'Connor's bestselling book *Undoing Depression* has become a touchstone in the field, helping thousands of therapists and patients overcome depressive patterns. In *Rewire*, O'Connor expands those ideas, showing how we actually have two brains—a conscious deliberate self and an automatic self that makes most of our decisions—and how we can train the latter to ignore distractions, withstand temptations, and interrupt reflexive, self-sabotaging responses. *Rewire* gives readers a road-map to overcoming the most common self-destructive habits, including procrastination, excessive worrying, internet addiction, overeating, risk-taking, and self-medication, among others. By learning valuable skills and habits—including mindfulness, self-control, confronting fear, and

freeing yourself from mindless guilt—we can open ourselves to vastly more successful, productive, and happy lives.

sales eq jeb blount pdf: 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.\

sales eq jeb blount pdf: Dalrymple's Sales Management William L. Cron, Thomas E. DeCarlo, 2015-02-12 Dalrymple’s *Sales Management* arms sales managers with the tools to help their companies gain a competitive edge as well as acquire strategic advantages in their careers. With the tenth edition, they’ll find streamlined coverage for easier readability and retention. Numerous new cases have been added and several others have been significantly updated. The majority of case studies at the beginning of each chapter have been reworked. The authors also present new and expanded discussions on sales network, customer life time value, solutions selling, marketing-sales interaction, and marketing-sales shared responsibilities. This material will empower sales managers to build a sales force, manage strategic relationships, and motivate the sales team.

sales eq jeb blount pdf: Navigate 2.0 Dustin Hillis, Steve Reiner, 2016-11-10 *Navigate 2.0* delivers empowering insights into how the human mind works, practical advice for understanding your natural selling style, a heavy dose of the psychology behind how people like to buy, and, ultimately, the tools to adapt your natural selling style to the buying styles of others for unparalleled success in sales.

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: Rethinking Prestige Branding Wolfgang Schaefer, JP Kuehlwein, 2015-05-03 What makes someone covet a Kelly bag? Why are Cirque Du Soleil or Grey Goose so successful despite breaking all the conventions of their categories? What does Gucci's approach to marketing have in common with Nespresso's? And why do some people pay a relative fortune for Renova toilet paper or Aesop detergent even though they hardly ever 'advertise' and seem to have none of the 'functional performance advantages' conventional marketers would seek to demonstrate? Prestige brand experts JP Kuehlwein and Wolfgang Schaefer have dedicated themselves to studying what drives the success of prestige brands. *Rethinking Prestige Branding* collects their insights. Uncovering the secrets of why and how some brands are created more equal than others, *Rethinking Prestige Branding* includes over 100 case studies from Apple and Abercrombie & Fitch to Tate Modern and Tesla. Rather than re-telling brand success stories or re-hashing long-standing marketing principles, it takes readers on a colourful journey behind the scenes of today's marketing pros. This book will fascinate marketing professional just as much as those who are simply curious as to how premium brands tick.

sales eq jeb blount pdf: Combo Prospecting Tony Hughes, 2018-01-11 How do you break through to impossible-to-reach executive buyers who are intent on blocking out the noise that confronts them every day? In a world where everyone is completely inundated by phone calls, drop-ins, pop-up ads, and junk mail, how can you and your product begin to make its impression known in the business world? By learning how to combine time-tested sales processes with cutting-edge social media strategies. Sales expert and author Tony J. Hughes details today's new breed of chief executive buyers, the channels they use, the value narratives that they find appealing, and the mix of methods that will grab their attention. In *Combo Prospecting*, you will learn how to: Locate leverage points that matter Secure decision-maker meetings Build a knockout online brand that distinguishes you from the pack Build a constantly growing list of profitable referrals And much more! Old-school prospecting tactics are growing increasingly irrelevant in today's tech-savvy online business world. However, new-school techniques alone have proven to not be able to provide the answers. The key to your success is to learn how to unleash a killer combination of old and new sales strategies.

sales eq jeb blount pdf: Consultative Selling Mack HANAN, 2011-03-15 When you help your

customers and clients make profitable business decisions, the result is a win-win solution that can lead to a mutually beneficial long-term business relationship. In Consultative Selling, sales consultant Mack Hanan helps you achieve just that by introducing a formula that will take your sales to the next level—one that involves you exchanging your salesperson hat for that of a trusted consultant. You'll learn how to: create a two-tiered sales model to separate consultative sales from commodity sales; build and use consultative databases for value propositions and proof of performance; study your customers' cash flows to win proposals; use consultative selling strategies on the web; and cope with—and reverse—the inevitable “no.” For over four decades, Consultative Selling has empowered countless sales professionals to reap maximum success. Now, packed with new partnering strategies, cost/benefit analysis templates, detailed monetized value proposition models, outcome-based branding approaches, and powerful consulting tactics, the eighth edition of this invaluable resource will bring you wide-ranging success—making the competition irrelevant.

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: *How Not to Suck At Marketing* Jeff Perkins, 2021-09-01 If you've ever felt like you suck at marketing, you're not alone. Survive and thrive in today's digital world. Let's face it, marketing today is really, really hard. From the explosion of digital advertising options to the thousands of martech tools out there on the market, it's virtually impossible to stay on top of it all. Even more challenging is the deluge of analytics available, leaving marketers swimming in data but thirsting for knowledge. But you don't have to feel like you suck at marketing. Join award-winning marketing leader Jeff Perkins as he examines how to avoid the pitfalls and survive in today's ever-changing marketing landscape. Focusing on essential skills for modern marketers, *How Not to Suck at Marketing* prepares you to: - Create a focused marketing program that drives results - Collaborate effectively with the key stakeholders - Assemble a high-performing marketing team - Define and nurture your company (and personal) brand - Build a focused career and find the right job for you Digital tools allow us to track immediate results, but marketing has always been about the long game. Tackle your marketing strategy and build a focused career with this practical guide.

sales eq jeb blount pdf: **Sales Differentiation** Lee B. Salz, 2018-09-18 If we don't drop our price, we will lose the deal. That's the desperate cry from salespeople as they try to win deals in competitive marketplaces. While the easy answer is to lower the price, the company sacrifices

margin--oftentimes unnecessarily. To win deals at the prices you want, the strategy needed is differentiation. Most executives think marketing is the sole source of differentiation. But what about the sales function of the company? This commonly neglected differentiation opportunity provides a multitude of ways to stand out from the competition. This groundbreaking book teaches you how to develop those strategies. In *Sales Differentiation*, sales management strategist, Lee B. Salz presents nineteen easy-to-implement concepts to help salespeople win deals while protecting margins. These concepts apply to any salesperson in any industry and are based on the foundation that how you sell, not just what you sell, differentiates you. The strategies are presented in easy-to-understand stories and can quickly be put into practice. Divided into two sections, the what you sell chapters help salespeople: Recognize that the expression we are the best causes differentiation to backfire. Avoid the introspective question that frustrates salespeople and ask the right question to fire them up. Understand what their true differentiators are and how to effectively position them with buyers. Find differentiators in every nook and cranny of the company using the six components of the Sales Differentiation Universe. Create strategies to position differentiators so buyers see value in them. The how you sell section teaches salespeople how to provide meaningful value to buyers and differentiate themselves in every stage of the sales process. This section helps salespeople: Develop strategies to engage buyers and turn buyer objections into sales differentiation opportunities. Shape buyer decision criteria around differentiators. Turn a commoditized Request for Proposal (RFP) process into a differentiation opportunity. Use a buyer request for references as a way to stand out from the competition. Leverage the irrefutable, most powerful differentiator...themselves. Whether you've been selling for twenty years or are new to sales, the tools you learn in *Sales Differentiation* will help you knock-out the competition, build profitable new relationships, and win deals at the prices you want.

sales eq jeb blount pdf: High-Profit Prospecting Mark Hunter, CSP, 2016-09-16 Search engines and social media have changed how prospecting pipelines for salespeople are built today, but the vitality of the pipeline itself has not. The key to success for every salesperson is his pipeline of prospects. In *High-Profit Prospecting*, sales expert Mark Hunter shatters costly prospecting myths and eliminates confusion about what works today. Merging new strategies with proven practices that unfortunately many have given up (much to their demise), this must-have resource for salespeople in every industry will help you: Find better leads and qualify them quickly Trade cold calling for informed calling Tailor your timing and message Leave a great voicemail and craft a compelling email Use social media effectively Leverage referrals Get past gatekeepers and open new doors Top producers are still prospecting. However, buyers have evolved, therefore your prospecting needs to as well. For the salesperson, prospecting is still king. Take back control of your pipeline for success!

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: Secrets of a Master Closer Mike Kaplan, 2012-06-12 If you want to know, step by step, how to quickly, easily, and smoothly walk anyone from being a skeptical prospect to a happy customer that refers you friends, family, and colleagues...then you want to read this book. Here's the deal: Selling is, at its core, isn't a patchwork of cheesy closing techniques, annoying high-pressure tactics, or gimmicky rebuttals. True salesmanship follows very specific laws, has very specific steps and stages, and leaves a customer feeling happy and helped. It's honest, respectful, enlightening, friendly, and done with real care. It's the type of selling that wins you not only customers, but fans. Not coincidentally, this is the type of selling that truly great salespeople have mastered. This is the type of selling that keeps pipelines full and moving, and that builds a strong, loyal customer base that continues to give back to you in the form of customer loyalty, reorders, and referrals. Well, that's what this book is all about. It will give you a crystal-clear picture of the exact steps that every sale must move through and why, and how to methodically take any prospect through each, and eventually to the close. And how to do it with integrity and pride. In this book, you'll learn things like... The eight precise steps of every sale. Leave any out, and you will struggle. Use them all correctly, and you will be able to close unlimited sales. The true purpose of the presentation and the crucial, often-missing steps that need to be taken first. If you're making the same presentation mistakes as most other salespeople, this chapter alone could double your sales. How to easily discover which prospects can use and pay for your product/service, and which can't. Time is your most valuable commodity as a salesperson, and if wasted, it costs you money. Know exactly when it's time to go for a close, and know how to smoothly create an abundance of closing opportunities. This is the hallmark of every master closer. Learn it, use it, and profit. Why it's a myth that you need to know multiple ways to close deals. Learn this one, simple method, and you'll be able to use it to close all of your sales. Simple formulas to turn any objection into a closing opportunity. Use them and never fear hearing a prospect's objection ever again. And a whole lot more This is more than a just a book, really. It's a step-by-step sales training course. Each chapter ends with precise exercises that will help you master each technique taught and each step of the sales process. If you are new to sales, make this book the first one you read, and you will greatly increase your chances for quick success. If you are a seasoned veteran and are looking for ways to improve your numbers, this book will help you make your sales goals a reality. **SPECIAL BONUS FOR READERS** With this book you'll also get a free Road Map from the author that lays out, in a PDF chart, every step and key principles taught in the book. Print it out and keep it handy because it makes for a great cheat sheet to use while selling, or just to refresh on what you've learned. Scroll up, click the Buy button now, learn the secrets of master closers, and use them to immediately improve your numbers

sales eq jeb blount pdf: New Sales Mike Weinberg, 2013 Selected by HubSpot as one of the Top 20 Sales Books of All Time No matter how much repeat business you get from loyal customers, the lifeblood of your business is a constant flow of new accounts. Whether you're a sales rep, sales manager, or a professional services executive, if you are expected to bring in new business, you need a proven formula for prospecting, developing, and closing deals. **New Sales. Simplified.** is the answer. You'll learn how to: * Identify a strategic, finite, workable list of genuine prospects * Draft a compelling, customer-focused sales story * Perfect the proactive telephone call to get face-to-face with more prospects * Use email, voicemail, and social media to your advantage * Overcome-even prevent-every buyer's anti-salesperson reflex * Build rapport, because people buy from people they like and trust * Prepare for and structure a winning sales call * Stop presenting and start dialoguing with buyers * Make time in your calendar for business development activities * And much more

Packed with examples and anecdotes, *New Sales. Simplified.* balances a blunt (and often funny) look at what most salespeople and executives do wrong with an easy-to-follow plan for ramping up new business starting today.

sales eq jeb blount pdf: *Selling Is Hard. Buying Is Harder.* Garin Hess, 2020-06-16 Enable Your Buyers for Faster B2B Sales What drives B2B sales most effectively—focusing on what you do as a salesperson or on what your champion and the buying group does behind the scenes? The latest research makes it clear that the B2B buying process has become too complex and difficult and buyers today crave companies and experienced guides who make the process easier. Focus on making buying easier and your prospects will buy from you faster and more often. Sales teams can shorten the sales cycle by as much as 68% when they learn to equip their champion—the people promoting their solution inside the target account—using the DEEP-C™ buyer enablement framework: Discover, Engage, Equip, Personalize, and Coach. This book guides sales leaders and professionals through the process of moving from a sales-focused approach to a buyer enablement model that reduces buying friction and accelerates the purchase.

sales eq jeb blount pdf: *The Ultimate Sales Machine* Chet Holmes, 2007-06-21 NEWLY REVISED AND UPDATED The bestselling business playbook for turbocharging any organization, updated for modern audiences with new and never-before-seen material Every single day 3,076 businesses shut their doors. But what if you could create the finest, most profitable and best-run version of your business without wasting precious dollars on a thousand different strategies? When *The Ultimate Sales Machine* first published in 2007, legendary sales expert Chet Holmes gave us the key to do just that. All you need is to focus on twelve key areas of improvement—and practice them over and over with pigheaded discipline. Now, a decade later, Chet's daughter Amanda Holmes breathes new life into her father's classic advice. With updated language to match our ever-changing times and over 50 new pages of content, *The Ultimate Sales Machine* will help any modern reader transform their organization into a high-performing, moneymaking force. With practical tools, real-life examples, and proven strategies, this book will show you how to: • Teach your team to work smarter, not harder • Get more bang from your marketing for less • Perfect every sales interaction by working on sales, not just in sales • Land your dream clients This revised edition expands on these proven concepts, with checklists to get faster ROIs, Core Story Frameworks to get your company to number one in your marketplace, and a bonus, never-before-revealed chapter from Chet, "How to Live a Rich and Full Life," that will put you in the best possible mindset to own your career. For every CEO, manager, and business owner who wants to take their organization to the next level, *The Ultimate Sales Machine* will put you and your company on the path to success—and help you stay there!

sales eq jeb blount pdf: *Sales Management. Simplified.* Mike Weinberg, 2015-10-21 Packed with case studies, *Sales Management. Simplified.* offers a proven formula for prospecting, developing, and closing deals—in your time, on your terms. Why do sales organizations fall short? Every day, expert consultants like Mike Weinberg are called on by companies to find the answer - and it's one that may surprise you. Typically, the issue lies not with the sales team but with how it is being led. Through their attitude and actions, senior executives and sales managers can unknowingly undermine performance. Weinberg tells it straight by calling out the problems plaguing sales forces and the costly mistakes made by even the best-intentioned sales managers. The good news is that with the right guidance, results can be transformed. In *Sales Management. Simplified.*, Weinberg teaches managers how to: Implement a simple framework for sales leadership Foster a healthy, high-performance sales culture Conduct productive meetings Put the right people in the right roles Retain top producers and remediate underperformers Point salespeople at the proper targets Blending blunt, practical advice with funny stories and examples from the field, *Sales Management. Simplified.* delivers the tools every sales manager needs to succeed. Managing sales doesn't have to be complicated, and the solution starts with you!

sales eq jeb blount pdf: *The Accidental Salesperson* Chris Lytle, 2012-06-10 Sales may have chosen you--and you've suddenly found yourself in a profession you're not fully prepared for. Learn

how to navigate your career effectively with this invaluable resource. Sales training expert and author Chris Lytle offers advice and inspiration new salespeople might have missed when they skipped the career-planning stage--and provides the tools you need to fast-track your sales success. Filled with money-generating strategies, humorous yet instructive anecdotes, thought-provoking axioms, and powerful tools, *The Accidental Salesperson* includes guidance on: selling to people who don't have time to meet, differentiating between information seekers and genuine prospects, using social media and other online tools, and building relationships competitors can't steal. Lively, entertaining, and mercifully free of the dull theories, manipulative methods, and high-pressure tactics of most sales books--the fully updated second edition of *The Accidental Salesperson* guides you through every aspect of selling to customers in today's marketplace.

sales eq jeb blount pdf: 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.

sales eq jeb blount pdf: Secrets of Question-Based Selling Thomas Freese, 2013-11-05 After I sent my team to the Question Based Selling program, not only was the feedback from the training outstanding, but we experienced an immediate positive impact in results.—Jim Cusick, vice president of sales, SAP America, Inc. Following the program, even our most experienced salespeople raved, saying QBS was the best sales training they have ever experienced!—Alan D. Rohrer, director of sales, Hewlett Packard For nearly fifteen years, *The Secrets of Question Based Selling* has been helping great salespeople live you deliver big results. It's commonsense approach has become a classic, must-have tool that demonstrates how asking the right questions at the right time accurately identifies your customer's needs. But consumer behavior and sales techniques change as rapidly as technology—and there are countless contradictory sales training programs promising results. Knowing where you should turn to for success can be confusing. Now fully revised and updated, *The Secrets of Question Based Selling* provides a step-by-step, easy-to-follow program that focuses specifically on sales effectiveness—identifying the strategies and techniques that will increase your probability of success. How you sell has become more important than the product. With this hands-on guide, you will learn to: Penetrate more accounts Overcome customer skepticism Establish more credibility sooner Generate more return calls Motivate different types of buyers Develop more internal champions Close more sales...faster And much, much more

sales eq jeb blount pdf: Consultative Selling Mack Hanan, James J. Cribbin, Herman C. Heiser, 1970 Textbook on consultative salespersonship - gives an introduction to the principles of consultative selling and describes the business management strategies, the profit planning strategies and Motivation to 'personal negotiation' with clients on which the new role of the salesman is based.

sales eq jeb blount pdf: China's Financing in Latin America and the Caribbean Enrique Dussel Peters, 2020

sales eq jeb blount pdf: The Art of Hustling DJ Sbu, 2018-10-29 Persuasiveness. Influence. A certain something that makes it impossible for people to say no. Call it what you will, some people have it. DJ Sbu certainly does. It's the quality that has helped him evolve from an ambitious boy growing up on Tembisa's rough streets to a DJ, an entrepreneur, an author, a philanthropist and a speaker who graces stages around the world. In The Art of Hustling Sbu shares the secrets to cultivating this irresistible quality. Using events that have shaped his own life, he reveals how a positive outlook, resilience, hard work and determination can help you win in every sphere. This inspiring read also acts as a practical handbook, showing you how to apply The Art of Hustling to become a winning salesperson. It is DJ Sbu's firm belief that, if you know how to sell, you will never go hungry. He also believes that this simple skill holds the key to solving Africa's considerable unemployment problem. His passion for youth development comes through loud and clear in this easy-to-read, easy-to-use handbook. Full of practical examples, sound advice and no-nonsense insights, it's a must-have for every person who wishes to further their lives and their careers, whether in the corporate world or starting out on an entrepreneurial journey. DJ Sbu's career is testimony to his strength, resilience and spirit of innovation; the very qualities needed to get ahead in today's rapidly evolving business environment. In sharing his story, he hopes to ignite others' success.

sales eq jeb blount pdf: Smart Selling on the Phone and Online Josiane Feigon, 2021-10-12 In an age of telesales and digital selling, this award-winning business book pinpoints the ten skills essential to high-efficiency, high-success sales performance based on the author's TeleSmart 10 System for Power Selling. Bestselling author and TeleSmart Communications president Josiane Feigon equips salespeople with the powerful tools they need to open stronger, build trust faster, handle objections better, and close more sales when dealing with customers they can't see face-to-face. In Smart Selling on the Phone and Online, you'll learn how to: overcome ten different forms of "paralysis" and reestablish momentum; sell in sound bites, not long-winded speeches; ask the right questions to reveal customer needs; navigate around obstacles to get to the power buyer; and prioritize and manage your time so that more of it is spent actually selling. The world of selling keeps changing, and sales professionals are on the front line of innovation to keep profits flowing. Combining an accessible text with clear graphics and step-by-step processes, Smart Selling on the Phone and Online will help any rep master the world of sales 2.0 and become a true sales warrior.

sales eq jeb blount pdf: The Challenger Sale Matthew Dixon, Brent Adamson, 2011-11-10 What's the secret to sales success? If you're like most business leaders, you'd say it's fundamentally about relationships-and you'd be wrong. The best salespeople don't just build relationships with customers. They challenge them. The need to understand what top-performing reps are doing that their average performing colleagues are not drove Matthew Dixon, Brent Adamson, and their colleagues at Corporate Executive Board to investigate the skills, behaviors, knowledge, and attitudes that matter most for high performance. And what they discovered may be the biggest shock to conventional sales wisdom in decades. Based on an exhaustive study of thousands of sales reps across multiple industries and geographies, The Challenger Sale argues that classic relationship building is a losing approach, especially when it comes to selling complex, large-scale business-to-business solutions. The authors' study found that every sales rep in the world falls into one of five distinct profiles, and while all of these types of reps can deliver average sales performance, only one-the Challenger- delivers consistently high performance. Instead of bludgeoning customers with endless facts and features about their company and products, Challengers approach customers with unique insights about how they can save or make money. They tailor their sales message to the customer's specific needs and objectives. Rather than acquiescing to the customer's every demand or objection, they are assertive, pushing back when necessary and taking control of the sale. The things that make Challengers unique are replicable and teachable to the average sales rep. Once you understand how to identify the Challengers in your organization,

you can model their approach and embed it throughout your sales force. The authors explain how almost any average-performing rep, once equipped with the right tools, can successfully reframe customers' expectations and deliver a distinctive purchase experience that drives higher levels of customer loyalty and, ultimately, greater growth.

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