

Inside Sales Training

Peter Fasulo

Inside Sales Management Mark Wilensky,2006-10 Inside Sales Management is that rare business book which addresses the most challenging situations that managers encounter, often on a daily basis. Whether it's helping salespeople outgrow their fears and need for approval, eliminating excuse-making, powerful debriefing strategies, bottom-line interviewing techniques, bringing new hires up to speed quickly, win-win coaching - you'll find all these vital topics explored and explained with psychological insight and humor. In the second part of the book you'll learn sales psychology, from the points of view of managers, salespeople and even clients and prospects. The real world examples, role-plays and exercises enliven the strategies and make this a dynamic reading experience.

Power Phone Scripts Mike Brooks,2017-06-26 Start closing sales like top producers! Have you ever found yourself at a loss for what to say when the gatekeeper asks you what your call is about? Have your palms ever sweated when the decision maker shuts you down with: "I wouldn't be interested"? Has your heart taken a fast dive into your stomach when, at the start of your presentation, your prospect tells you that they've thought about it and are just going to pass? If you're in sales, then the question isn't "Have you ever felt this way?", but rather, "How often do you feel this way? Are you finally ready to learn how to confidently and effectively overcome these objections, stalls, and blow-offs? If so, Power Phone Scripts was written for you! Unlike other books on sales that tell you what you should do (like build value – hard to do when the prospect is hanging up on you!), Power Phone Scripts provides word-for-word scripts, phrases, questions, and comebacks that you can use on your very next call. Learn to overcome resistance, get through to the decision maker, and then, once you have him or her on the phone, make an instant connection and earn the right to have a meaningful conversation. You'll be equipped with proven questions, conversation starters, and techniques to learn whether or not they are even right for your product or service, and, if they aren't, who else in their company or another department might be. Power Phone Scripts is the sales manual you've been looking for: over 500 proven, current, and non-salesy phrases, rebuttals, questions, and conversation openers that will instantly make you sound more confident – just like the top producing sales pros do right now. Gone will be your call reluctance; gone will be your fear of calling prospects back for presentations and demos; gone will be the fear of asking for the sale at the end of your pitch! This practical guide is filled with effective scripts for prospecting, emailing, voice mails, closes, and tons of rebuttals to recurring objections you get like: "It costs too much" "We already have a vendor for that" "I'm going to need to think about it" "I need to talk to the boss or committee" and so many others... More than just phone scripts, this book provides practical, comprehensive guidance that every inside sales rep needs. Conquer concerns, provide answers, motivate action, and be the conduit between your prospect's problems and your solution. Actionable, fun, and designed to work within the current sales environment, this invaluable guide is your ticket to the top of the leader board. With Power Phone Scripts, you will never be at a loss of what to say to a prospect or client. Communication is everything in sales, and being on top of your game is no longer enough when top producers are playing a different game altogether. You cannot achieve winning stats if you're not even on the field. If you're ready to join the big league, Power Phone Scripts is the playbook you need to win at inside sales.

The Real Secrets of the Top 20% Mike Brooks,2008-07 Brooks shares the proven skills, techniques, scripts, and strategies that can catapult a salesperson's closing ratio, boost his or her confidence, and immediately make him or her a Top 20-percent producer.

Smart Sales Manager Josiane Feigon,2013-07-15 Josiane Feigon, author and pioneer of the inside sales community, recognizes that the pressure to produce can be crushing, but the guidance provided thus far has been minimal. With the explosion of social media, as well as the increasing dependence on digital communications, the need for businesses to shift their focus from field sales to inside sales is growing exponentially today. Businesses now rely on inside sales to generate up to 50 percent of their revenue! The burgeoning demand for inside sales leaders means that the industry's top reps are being promoted and transitioned even if they are unprepared for management in the Sales 2.0 that is taking over the field. In Smart Sales Manager, she shows you how they can lead their inside sales squads to success--from hiring and motivating to training, coaching, and more, including: Customer 2.0: Selling to the new elusive buyer Tools 2.0: Choosing the best sales productivity and intelligence tools for their team Talent 2.0: Hiring, training, and retaining inside sales superheroes Manager's cheat sheets: Motivational strategies to salvage deals, engage employees, and boost managerial clout The ability to successfully train your sales teams in social selling, digital communications, and disruptive content creation is vital in today's sales environment. Complete with real-life examples and smart sales strategies, Smart Sales Manager will bring managers up to speed fast.

The Ultimate Guide to Sales Training Dan Seidman,2012-01-11 The Ultimate Guide to Sales Training is the go-to reference for sales managers, sales trainers, sales coaches, and sales consultants who want to increase a sales force's productivity by using these proven techniques: Building Mental Flexibility Anchoring Concepts for Easy Recall Encouraging Behavioral Change Covering a wide range of topics, The Ultimate Guide to Sales Training shows how to develop a selling system, prospect effectively, and qualify and disqualify prospects. The book also covers information on using power questioning techniques, handling objections, and includes solution selling guidelines and ideas for creating and delivering potent presentation practices. In addition, the author covers such hot topics as managing reps attitudes and how to close the sale. He also includes suggestions for overcoming buyer resistance and making change occur as well as getting beyond barriers that block decision-makers, and much, much more. Praise for The Ultimate Sales Training Handbook This book should be on the desk of every sales manager and sales trainer. Dan Seidman created a treasure chest of ideas, concepts, skills-sets and motivation tools that are ready to be converted into cash. –Gerhard Gschwandtner, founder and publisher, Selling Power Magazine Sales professionals throughout the world will discover performance improvement through this training encyclopedia. Dan Seidman is helping make sales training a major strategic driver for all organizations. –Tony Bingham, president and CEO, ASTD Each chapter just might be the one piece that plugs the gap in your team's performance. Dan is truly earning the title Trainer to the World's Sales Trainers. –Willis Turner, CAE CSE, president and CEO, of Sales & Marketing Executives International

Telesales Coaching Jim Domanski,2012-10 Are you absolutely satisfied with the sales results of your telesales team? Do you think that your sales could be or should be better? If you're serious about getting the absolute best from your inside sales team and improving their sales results then this book is for you. Written for B2B

telephone sales managers, owners and executives, Telesales Coaching is a practical, no-nonsense guide on how to help your sales reps sell smarter, sell better and sell more. There are two fundamental reasons why your telephone sales reps don't sell as much as they could or should. The first reason is that many reps are not very good at selling despite formal (and ongoing) training. Over time, telephone reps dilute the fundamentals, cut corners, get complacent, forget techniques or fail to master the skill sets that will lead to increased sales. The second reason is that the majority of telesales reps do not get the coaching and support that they need to excel at sales. Most telephone sales managers have been taught how to be managers, not coaches. Consequently, telesales reps do not get the proper constructive feedback and encouragement they need to change their selling behavior and improve. Until now. Telesales Coaching provides you with a proven and practical four-step process on how to coach your telephone reps and help them increase their sales. It's extremely effective because it focuses on precisely how to get reps to overcome their natural resistance to change and to modify their behavior on a consistent basis. Easy to learn and easy to apply, the coaching techniques offered are based on common sense principles of learning and development. Here is some of what you'll learn: 0000 Why most companies don't coach 0000 The six things coaching definitely is not 0000 Why you can't coach without clearly defined standards 0000 Understanding that telesales is not a numbers game, it's a results game 0000 How often you should monitor your reps (the answer may surprise you) 0000 Where, when, and how to monitor your reps 0000 How to use an analyzing algorithm0/00 to avoid petty feedback 0000 Who not to coach 0000 Why the sandwich feedback technique0/00 is a waste of time and effort 0000 Why numeric rating systems are destructive 0000 The Socratic feedback model the absolute best way to provide feedback 0000 Other methods to enhance the coaching process Based on twenty-plus years of helping companies throughout North America implement successful telephone selling programs, this book gives you everything you need to turn your ordinary telesales reps into extraordinary telesales reps.

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

The Ultimate Book of Phone Scripts Mike Brooks,2010-11 [W]ith over 200 word for word, proven and up to date scripts ... [this book] will instantly make you more effective as you learn to breeze past gatekeepers, easily connect with decision makers and qualify and close more business over the phone--Page 4 of cover

Winning the Contractor Fight Tom Reber,2021-09-14 The Contractor Fight is what HGTV host and best-selling author Tom Reber calls the battle between your ears. We all have stories and experiences that have formed us into who we are. We are what we think, and the battleground is our mind. The Fight is not with the people you think are cheap customers. It's not with the unlicensed competitors or the illegals, as many contractors think. The Fight is with yourself. Sadly, most of the struggles contractors have are self-imposed. It's friendly fire. The negative ways we think about ourselves and our worth... friendly fire. The growing debt, working too much, small bank account... friendly fire. Winning the Fight is a choice. You're noble and full of integrity. You bend over backward to serve your family and clients. You have taken it on the chin more times than you can count. Now, it's time to get yours. Earn what you're worth. Create a business that serves you and energizes you, instead of one that beats you down. Choose to own your crap and get better today.

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.

The High-Performing Real Estate Team Brian Icenhower,2021-09-21 Transform your real estate business into a sales powerhouse In The High-Performing Real Estate Team, experienced real estate coach Brian Icenhower shares the systems and secrets of top real estate agents and brokerages. The book offers actionable systems and processes that can be immediately implemented to take you, your fellow agents, and your team or brokerage to the next level. Focusing on the 20% of activities that drive expansion, this book shows you how to create renewed enthusiasm, productivity, engagement, and exponential growth at your real estate team. With this book, you

will: Discover how to create a viral goal that spreads throughout your team and drives change Learn to focus on core activities that result in the majority of your growth and productivity Cultivate personal responsibility with public accountability and accelerate growth with a custom team dashboard that measures metrics for success Written for real estate agents, teams, brokerages and franchise owners, The High-Performing Real Estate Team is an indispensable resource that will guide you toward growth while providing you with the resources and downloadable materials to reach your goals faster.

Mastering the World of Selling Eric Taylor, David Riklan, 2010-07-30 Of the 17 million people in the U.S. who are involved directly or indirectly in sales, many repeatedly acknowledge facing four major challenges: No prior sales education or training Lack of formalized sales training, resources, and methodologies provided by their companies Due to the recession and downsizing era, lack of 12-18 month professional sales training for new hires provided by Fortune 500 companies A consistent struggle to keep their sales force, distributors, manufacturers reps and affiliates motivated and focused on effectively selling their products and services Mastering the World of Selling helps companies and entrepreneurs overcome these four major obstacles with candid advice and winning strategies from the leading sales trainers and training companies in the world: Acclivus*AchieveGlobal*Action Selling*Tony Allesandra*Brian Azar*Baker Communications, Inc.*Mike Bosworth*Ian Brodie*Ed Brodow*Mike Brooks*Bob Burg*Jim Cathcart*Robert Cialdini PhD*Communispond, Inc.*Tim Connor*CustomerCentric Selling*Dale Carnegie*Sam Deep*Bryan Dodge*Barry Farber*Jonathan Farrington*Jeffrey Fox*Colleen Francis*FranklinCovey Sales Performance Solutions*Thomas A. Freese*Patricia Fripp*Ari Galper*General Physics Corporation*Jeffrey Gitomer*Charles H. Green*Ford Harding*Holden International*Chet Holmes*Tom Hopkins*Huthwaite, Inc.*Imparta, Ltd.*InfoMentis, Inc.*Integrity Solutions*Janek Performance Group, Inc.*Tony Jeary*Dave Kahle*Ron Karr*Knowledge-Advantage, Inc.*Jill Konrath*Dave Kurlan*Ron LaVine*Kendra Lee*Ray Leone*Chris Lytle*Paul McCord*Mercuri International*Miller Heiman, Inc.*Anne Miller*Dr. Ivan Misner*Michael Macedonio*Sharon Drew Morgen*Napoleon Hill Foundation*Michael Oliver*Rick Page*Anthony Parinello*Michael Port*Porter Henry*Prime Resource Group, Inc.*Neil Rackham*Revenue Storm*Linda Richardson*Keith Rosen*Frank Rumbauskas*Sales Performance International, Inc.*Sandler Training*Dr. Tom Sant*Stephan Schiffman*Dan Seidman*Blair Singer*Terri Sjodin*Art Sobczak*Drew Stevens, PhD*STI International*The Brooks Group*The Friedman Group*The TAS Group*Brian Tracy*ValueSelling Associates*Wendy Weiss&*Jacques Werth*Floyd Wickman*Wilson Learning*Dirk Zeller*Tom Ziglar*Zig Ziglar

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.

Smart Calling Art Sobczak, 2010-03-04 Praise for **SMART CALLING** Finally, a sales book that makes sense! As a master sales trainer, Art nailed—no, obliterated—the number one fear of selling in this great book: cold calling! Let him teach you to stop cold calling and start Smart Calling!—LARRY WINGET, television personality and New York Times bestselling author *Smart Calling* is the benchmark as the highest professional standard for effective cold calling. Take the initiative to read and implement Art's rational principles and you will sell much more and develop a prospect base of potential customers who will call you when they are ready to purchase or graciously take your future calls. This is THE BEST sales text I have read in the past twenty years.—REX CASWELL, PhD, VP, LexisNexis Telephone Sales You get only one chance to make the right impression in sales. If a top prospect gets a hundred calls a week, you want to be the one he remembers and buys from. Art's proven methods create a unique brand for you and position your offering as the best option. Art's advice isn't just smart, it's priceless.—BOB SILVY, VP, Corporate Marketing, American City Business Journals *Smart Calling* effectively enables inside sales reps and organizations to accomplish a top priority—acquiring new customers. Art's pragmatic and actionable techniques will increase productivity, success, and professional satisfaction.—BILL McALISTER, SVP, Inside Sales, McAfee A must-read, must-own book for anyone who wants to increase their sales right away with less effort and more fun. I'm so sure this book is a winner for anyone who needs to call prospects that I'll personally assure you that your results will increase noticeably after reading it, or I'll send you your money back.—MIKE FAITH, CEO & President,

Headsets.com, Inc. If you need to make a first call to anyone, for whatever reason, this book is for you. More than common sense, it's a real-world, no-fluff, simple approach that anyone can use to be successful.—DARCI MAENPA, President, West Coast Chapter, American Teleservices Association; Director, Member Support, Toastmasters International

Ninja Selling Larry Kendall, 2017-01-03 2018 Axiom Business Book Award Winner, Gold Medal Stop Selling! Start Solving! In *Ninja Selling*, author Larry Kendall transforms the way readers think about selling. He points out the problems with traditional selling methods and instead offers a science-based selling system that gives predictable results regardless of personality type. *Ninja Selling* teaches readers how to shift their approach from chasing clients to attracting clients. Readers will learn how to stop selling and start solving by asking the right questions and listening to their clients. *Ninja Selling* is an invaluable step-by-step guide that shows readers how to be more effective in their sales careers and increase their income-per-hour, so that they can lead full lives. *Ninja Selling* is both a sales platform and a path to personal mastery and life purpose. Followers of the *Ninja Selling* system say it not only improved their business and their client relationships; it also improved the quality of their lives.

The 3 Ps To Sales Success Peter Fasulo, 2006-07-28 Advance praise for *The 3 Ps to Sales Success*- After sending my entire sales staff to this course, our sales increased 20 percent almost immediately. -J. Cooney, President, Celerity Wireless After presenting this program to our sales reps, our sales have increased by 29 percent in the first three months -K. Lyons, Vice President, Sales and Marketing, Opportunity Media The most requested sales training course from PJF Sales Training, Inc., that motivates as well as teaches, is at your fingertips. A must-read for anyone in sales, *The 3 Ps to Sales Success* focuses on author Peter J. Fasulo's three aspects for achieving success in a sales career. Learn these important tips and how to implement them into both your life and the lives of the sales professionals that report to you. Sales representatives, managers, independent consultants, human resource managers, and business owners can all benefit from this easy-to-read tool. By diligently following *The 3 Ps to Sales Success*-being a prepared, professional, and positive person on a daily basis-you will see your sales success increase and your personal life start to improve.

Interview Questions and Answers Richard McMunn, 2013-05

The art of selling in practice Krzysztof Czapryński, 2020-05-25 *The Art of Selling in Practice- Practical Training Guidebook* is the first publication on the market, which presents professional sales techniques in such a practice way. This is not just an attempt to describe commercial skills from a typically theoretical part. It is also not a copy of American books from the 80's. It's just a practical guidebook to the art of selling. We think *The Art of Selling in Practice* is a position we can recommend to anyone who has ever touched with sales in any way. We wanted it that this practical guidebook of sales techniques would awaken passion for active sales. All the techniques and methods discussed are supported by practical examples, which facilitates the use of knowledge in our daily sales struggles. *The Art of selling in practice* allows You to illustrate the entire structure of the sales conversation by discussing each of its element individually. All the techniques and methods discussed are supported by practical examples, which facilitates the use of knowledge in our daily sales struggles. The reader together with the author goes through the next stages of the sales process: -Preparing for sales pitches -Introduction and opening's techniques -Analysing of customer's needs -Presentation with using benefits language for recognized needs -Closing Sales -Overcoming prices objections in practice way An important advantage of this position is that content is provided to the reader in such a way as to engage him in formulating his own conclusions, encourage constructive thinking and his own creative work. Everything is supported by practical examples that can be successfully applied in Your daily sales struggles. The author shares not only a portion of knowledge, but above all sales practices. The effect of reading is an incentive to try out the known techniques. This is an author's answer to numerous inquiries by training participants to publish a practical guide to commercial art. The author: Krzysztof Czapryński is a Polish Practical Sales Trainer. For several years, he has been running his own consulting and training company Sales Power School® and has been cooperating with many national and international entrepreneurs as Sales Coach and Advisor to the Board of the Management. He possesses 24 years experience in sales (F.M.C.G. industry and Construction Field).He has got a lot of success in winning multimillion-dollar contracts with strong pressure. That is why He tries to provide expertise in the structure of the sales conversation itself, the application of open questions and all other commercial competences crucial in terms of our sales efficiency. *The Art of selling in practice* is sort of a redesign of professional sales training. Many of the content contained were as a result of numerous observations from the training room and as a result of sales trainings on the jobs. The book is addressed for every person who has come into contact with the sale in their lives. Both a budding commercial employee and experienced internal trainer, sales manager and trader will find a lot of content in the sale itself and in the design of professional sales training. The modern sales man can very quickly evaluate both substantive training and publishing content in terms of the experience of the author himself.

Fortify Your Sales Force Renie McClay, 2010-02-15 How can organizations provide the right sales training to the right sales people at the right time? This book is filled with a diverse collection of case studies from top companies and provides a practical road map and the proven tools for organizations that want to implement a winning sales training program. The book offers helpful techniques and tips on how to successfully execute sales training with limited resources and cut budgets. It provides how-to guidelines for successful sales training in a down economy. It is written by 13 experts who have experience selling and have managed sales people. The contributors have combined experience of improving sales performance of over 120 years. The book contributors are Bob Rickert, Jim Graham, Teresa Hiatt, Michael Rockelmann, Maris Edelson, Susan Onaitis, Susanne Conrad, Rick Wills, Ken Phillips, Trish Uhl, Gary Summy, Lanie Jordan, and Renie McClay.

Ask The Sales Coach-Practical Answers to the Questions Sales People Ask Most Susan A. Enns, 2019-02-20 Contrary to the popular belief, sales people don't rely on "the gift of the gab" to be successful. Actually, the opposite is true. The best sales professionals spend far more time asking and listening than they do talking and selling. They ask questions of their customers; they ask questions of their colleagues, and they ask questions of their managers. If Oxford defines curiosity as the strong desire to know or learn something, then by that definition, sales people are curious by nature. In fact, that's how sales professionals learn to be professional in the first place. This is a collection of practical answers to questions salespeople ask most. Written by Susan A. Enns, a professional sales coach

with a proven track record of sales excellence over her 30 plus year career. Her accomplishments include consecutively being the top sales rep in Canada, managing the top sales branch, and achieving outstanding sales growth in a national channel sales organization. She has written several books about sales and sales management and has created numerous automated sales tools. Her work has been published in several locations numerous times and has sold on five separate continents. As such, over the years, Susan has been asked many questions by many sales people. After a while, she saw that sales people, regardless of their experience, the products they sell, the industries in which they operate, or the countries where they sell, all share similar curiosities. In other words, although the wording may be different when asked in an email or when asked in person, sales people all ask the same questions, the most common of which are answered in this ebook. As the old saying goes, the only stupid questions are the ones unasked. As a sales professional, you should never be afraid to “Ask the Sales Coach” because you will learn so much from the answers! - Susan really knows the selling world. She's honest, articulate, bright, giving, highly competent, personable and a top professional. Welcome her. It's the right thing to do. - Our company hired Susan as our sales coach. She has helped me make more appointments, close more deals and make more money. The 3 most important concepts in sales. I would recommend any sales force hire her to help boost business sales. - Susan ...understands the sales process intimately and is able to create a management process around it that drives sales people to accomplish their goals. - Susan knows her stuff. She brings many years of great sales experience and success to anyone who wished to improve their skills in sales. She is very personable, and is not afraid to tell it like it is. I would recommend anyone (and I have) to Susan, her website, her books if you want to become a better sales person. - “Thanks for the training... I made my quota this year in May!”

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Inside Sales Training Introduction

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