

"Tom's terrific ... the force of his message is that selling is the essence of every business and every other pursuit is the essence of every business and every other pursuit in life." — Scott DeGarmo, Editor-in-Chief, Success Magazine in life."

19 MILLION

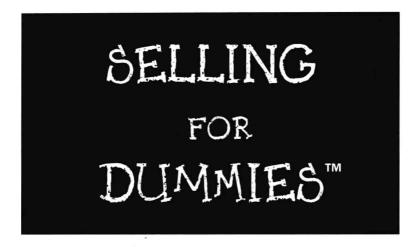
A Reference for the Rest of Us!

Tom Hopkins

Id-Renowned Sales Trainer and Bestselling for of How to Master the Art of Selling The Fun and Easy Way to Become a Champion at Selling Ideas, Products, and Yourself!

Your First Aid Kit for Mastering the Steps to Sales Success

How to Get Results
With Impact —
Explained in
Plain English



by Tom Hopkins



IDG Books Worldwide, Inc. An International Data Group Company

Selling For Dummies[™]

Published by IDG Books Worldwide, Inc. An International Data Group Company 919 E. Hillsdale Blvd. Suite 400 Foster City, CA 94404

Text and art copyright ©1995 by Tom Hopkins International. All rights reserved. No part of this book, including interior design, cover design, and icons, may be reproduced or transmitted in any form, by any means (electronic, photocopying, recording, or otherwise) without the prior written permission of the publisher.

Library of Congress Catalog Card No.: 95-78407

ISBN: 1-56884-389-5

Printed in the United States of America

10 9 8 7 6 5 4 3 2

1E/RT/RQ/ZV

Distributed in the United States by IDG Books Worldwide, Inc.

Distributed by Macmillan Canada for Canada; by Computer and Technical Books for the Caribbean Basin; by Contemporanea de Ediciones for Venezuela; by Distribuidora Cuspide for Argentina; by CITEC for Brazil; by Ediciones ZETA S.C.R. Ltda. for Peru; by Editorial Limusa SA for Mexico; by Transworld Publishers Limited in the United Kingdom and Europe; by Al-Maiman Publishers & Distributors for Saudi Arabia; by Simron Pty. Ltd. for South Africa; by IDG Communications (HK) Ltd. for Hong Kong; by Toppan Company Ltd. for Japan; by Addison Wesley Publishing Company for Korea; by Longman Singapore Publishers Ltd. for Singapore, Malaysia, Thailand, and Indonesia; by Unalis Corporation for Taiwan; by WS Computer Publishing Company, Inc. for the Philippines; by WoodsLane Pty. Ltd. for Australia; by WoodsLane Enterprises Ltd. for New Zealand.

For general information on IDG Books Worldwide's books in the U.S., please call our Consumer Customer Service department at 800-762-2974. For reseller information, including discounts and premium sales, please call our Reseller Customer Service department at 800-434-3422.

For information on where to purchase IDG Books Worldwide's books outside the U.S., contact IDG Books Worldwide at 415-655-3021 or fax 415-655-3295.

For information on translations, contact Marc Jeffrey Mikulich, Director, Foreign & Subsidiary Rights, at IDG Books Worldwide, 415-655-3018 or fax 415-655-3295.

For sales inquiries and special prices for bulk quantities, write to the address above or call IDG Books Worldwide at 415-655-3200.

For information on using IDG Books Worldwide's books in the classroom, or ordering examination copies, contact Jim Kelly at 800-434-2086.

For authorization to photocopy items for corporate, personal, or educational use, please contact Copyright Clearance Center, 222 Rosewood Drive, Danvers, MA 01923, or fax 508-750-4470.

Limit of Liability/Disclaimer of Warranty: The author and publisher have used their best efforts in preparing this book. IDG Books Worldwide, Inc., and the author make no representation or warranties with respect to the accuracy or completeness of the contents of this book and specifically disclaim any implied warranties of merchantability or fitness for any particular purpose and shall in no event be liable for any loss of profit or any other commercial damage, including but not limited to special, incidental, consequential, or other damages.

Trademarks: All brand names and product names used in this book are trademarks, registered trademarks, or trade names of their respective holders. IDG Books Worldwide is not associated with any product or vendor mentioned in this book.



is a trademark under exclusive license to IDG Books Worldwide, Inc., from International Data Group, Inc.

About the Author



Tom Hopkins

Tom Hopkins is the epitome of sales success. A millionaire by the time he reached the age of 27, Hopkins now is president of his own company, and sells selling skills to those who wish to achieve their greatest potential in life.

Thirty years ago, Tom Hopkins considered himself a failure. He had dropped out of college after 90 days and for the next 18 months, he carried steel on construction sites to make a living. Believing that there had to be a better way to earn a living, he went into sales — and ran into the worst period of his life. For six months, Hopkins earned an average of \$42 a

month and slid deeper into debt and despair. Pulling together his last few dollars, he invested in a five-day sales training seminar that turned his life around. In the next six months, Hopkins sold more than \$1 million worth of \$25,000 homes.

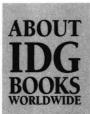
At age 21, he won the Los Angeles Sales and Marketing Institute's coveted SAMMY Award and began setting records in sales performance that still stand today.

Because of his unique ability to share his enthusiasm for the profession of selling and on successful selling techniques he developed, Hopkins began giving seminars in 1974. Training as many as 10,000 salespeople a month, he quickly became known as the world's leading sales trainer. Today, as president of Tom Hopkins International, he presents approximately 75 seminars a year to approximately 100,000 people throughout the world.

He was a pioneer in producing high-quality audio and videotape programs for those who could not attend the seminars or wanted further reinforcement after the seminars. Recognized as the most effective sales training programs ever produced, they are continually updated and are now being utilized by more than 1 million people.

Tom Hopkins has also written six other books, including the best-selling *How to Master the Art of Selling*, which has sold 1.2 million copies in eight languages and 27 countries.

Hopkins is a member of the National Speakers Association and one of a select few to ever receive its Council of Peers Award for Excellence. He is often the keynote speaker for annual conventions and is a frequent guest on television and radio talk shows.



Welcome to the world of IDG Books Worldwide.

IDG Books Worldwide, Inc., is a subsidiary of International Data Group, the world's largest publisher of computer-related information and the leading global provider of information services on information technology. IDG was founded more than 25 years ago and now employs more than 7,500 people worldwide. IDG publishes more than 235 computer publications in 67 countries (see listing below). More than 70 million people read one or more IDG publications each month.

Launched in 1990, IDG Books Worldwide is today the #1 publisher of best-selling computer books in the United States. We are proud to have received 8 awards from the Computer Press Association in recognition of editorial excellence, and our best-selling ...For Dummies® series has more than 19 million copies in print with translations in 28 languages. IDG Books Worldwide, through a recent joint venture with IDG's Hi-Tech Beijing, became the first U.S. publisher to publish a computer book in the People's Republic of China. In record time, IDG Books Worldwide has become the first choice for millions of readers around the world who want to learn how to better manage their businesses.

Our mission is simple: Every one of our books is designed to bring extra value and skill-building instructions to the reader. Our books are written by experts who understand and care about our readers. The knowledge base of our editorial staff comes from years of experience in publishing, education, and journalism — experience which we use to produce books for the '90s. In short, we care about books, so we attract the best people. We devote special attention to details such as audience, interior design, use of icons, and illustrations. And because we use an efficient process of authoring, editing, and desktop publishing our books electronically, we can spend more time ensuring superior content and spend less time on the technicalities of making books.

You can count on our commitment to deliver high-quality books at competitive prices on topics consumers want to read about. At IDG Books Worldwide, we value quality, and we have been delivering quality for more than 25 years. You'll find no better book on a subject than an IDG book.

John Kilcullen
President and CEO

IDG Books Worldwide, Inc.

IX WINNER



IDG Books Worldwide, Inc., is a subsidiary of International Data Group, the world's largest publisher of computer-related information and the leading global provider of information services on information technology International Data Group publishes over 235 computer publications and no or more international Data Group publishes over 235 computer publications in 67 countries. More than seventy million people read one or more international Data Group publications each month. The officers are Patrick J. McGovern, Founder and Board Chairman: Kelly Conlin. President; Jim Casella, Chief Operating Officer. International Data Group's publications include: ARGENTINA'S Computerworld Argentina, Infoworld Argentina, Infoworld Argentina, AUSTRALIA'S Computerworld Australia, Computer Living, Australian PC. World, Nobile Business Australia, Publish!, Reseller, DO Sources, AUSTRIA'S Computer World, Mobile Business Australia, Publish!, Reseller, DO Sources, AUSTRIA'S Computerworld Canada, InfoCanada, Network World Bulgaria, CANADA'S CIO Canada, Computerworld Canada, InfoCanada, Network World Bulgaria, CANADA'S CIO Canada, Computerworld Canada, InfoCanada, Network World Canada, Reseller, CHILE'S Computerworld Chile, Informatica, COLOMBIA'S Computerworld Computerworld Canada, InfoCanada, Network World Canada, Reseller, CHILE'S Computerworld Chile, Informatica, COLOMBIA'S Computerworld Computerworld Pennark, Computerworld Focus, Macutosh Produktkatalog, Macworld Danmark, PC World Danmark, PC Produktguide, Tech World, Windows World, ECUADOR'S PC World Estago Computerworld City Middle East; FC World Middle East; FINLANDS MikroPC, Tetroubic, Fetavorler, Serabusty, Computerworld East, PC World Bong Macworld, Middle East; FINLANDS MikroPC, Tetroubic, Fetavorler, Publish, Publish, GREECE'S Publish & Macworld, Middle East; FC World Hong Kong, FUNGARY'S Computerworld Extra (Ectronic Entertainment, Gamepro, Informatique, Telecoms & Reseaux, GERMANYS Computerworld Explain Computerworld Middle East; FC World Hong Kong, Fundal Explain Compu

Dedication

This book is dedicated to all of my teachers and my students. Some of you have been both to me. Thank you for your loyalty and for sharing your successes with me. You are the reason why my life has been so filled with love, laughter, and abundance.

Credits

Vice President and Publisher

Kathleen A. Welton

Executive Editor

Sarah Kennedy

Managing Editor

Stephanie Britt

Brand Manager

Stacy Collins

Executive Assistant

Jamie Klobuchar

Production Director

Beth Jenkins

Supervisor of Project Coordination

rioject coordin

Cindy L. Phipps

Supervisor of Page Layout

Kathie S. Schnorr

Pre-Press Coordinator

Steve Peake

Associate Pre-Press Coordinator

Tony Augsburger

Media/Archive Coordinator

Paul Belcastro

Project Editor

Stephanie Britt

Editor

Jeff Waggoner Luci N. Miller

Technical Reviewer

H. Tate Holt

Associate

Project Coordinator

J. Tyler Connor

Production Staff

Gina Scott

Carla Radzikinas

Patricia R. Reynolds

Melissa D. Buddendeck

Dwight Ramsey

Robert Springer

Theresa Sánchez-Baker

Linda Bover

Jae Cho

Maridee V. Ennis

Angela F. Hunckler

Elizabeth Cárdenas-Nelson

Laura Puranen

Proofreader

Phil Worthington

Indexer

Anne Leach

Cover Design

Kavish + Kavish

Acknowledgments

I must acknowledge my wonderful wife, Debbie, who has brought so much joy into my life. I'm grateful for your patience and understanding when my life's work takes me away. I'm also grateful for your valuable input into my teaching, and particularly in this book.

I would like to thank Kathy Welton of IDG Books for contacting me about writing *Selling For Dummies*. I then would like to thank Judy Slack of Tom Hopkins International for researching IDG and the ... *For Dummies* books and persuading me that it was a good thing to do. Thanks, too, Judy for cheerfully accepting my reward (ahem!) of putting you in charge of the book and getting it completed in record time. Carpal tunnel syndrome is covered on our insurance, isn't it?

I thank John Kilcullen, IDG Books Worldwide's President, for his enthusiasm for the book and for putting together a team of wonderful, excited people who are dedicated to making *Selling For Dummies* a winner for all of its readers.

Special thanks go to my long-time friend, and business partner, Tom Murphy. I don't know what I'd do without his business savvy and negotiating skills in growing our business which allows me the time to do what I love most — teach.

In a serious world, I have two special friends, Dan and Jana Lepke. Dan, I've known since we were quite mischievous 15-year-olds. When he brought his wonderful wife, Jana, into our lives she gave Debbie and me a new, lighthearted perspective on nearly everything. Jana, thanks so much for helping to add humor to this book.

Thanks also go to Debi Siegel, the writer who kept the book moving forward at times when the rest of us had pressing matters that demanded our attention. Thanks so much for your hard work and professionalism. It's great to have someone like you we can count on.

Last, but certainly not least, I thank Stephanie Britt and Tate Holt, for their countless hours spent reviewing the book contents to ensure that it provided the best information in the most acceptable manner for the reader.

(The Publisher would like to give special thanks to Patrick J. McGovern and Bill Murphy, without whom this book would not have been possible.)

Cartoons at a Glance

By Rich Tennant



Cont you agree that a little style goes a long way in making a memorable sales presentation?

By Rich Tennant

page 229

The 5th Wave

page 311



By Rich Tennant



page 126



page 259





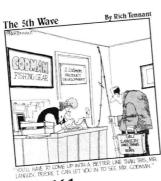
page 160



page 63



page 140



page 141

page 7

Contents at a Glance

| Introduction | 1 |
|--|---------|
| Part I: The Art of Selling | 7 |
| Chapter 1: You Don't Need a Plaid Sport Coat | |
| Chapter 2: Questioning Your Way to Success | 33 |
| Chapter 3: Make Selling Your Hobby—It's All in the Attitude | 47 |
| Part II: Winners Do Homework | 65 |
| Chapter 4: Finding the People Who Need What You Have | 67 |
| Chapter 5: What You Don't Know Can Kill Your Chances of Success | |
| Chapter 6: Knowing Your Product | |
| Chapter 7: Winning Presentations | 123 |
| Part III: Inventory Your Skills | 141 |
| Chapter 8: Getting an Appointment | |
| Chapter 9: Putting Others at Ease | |
| Chapter 10: Qualifying Your Way to Success | |
| Chapter 11: Addressing Customer Concerns | |
| | |
| Part IV: Building a Business | 229 |
| Chapter 13: Tapping into the Strongest Advertising — | |
| Your Present Clients | |
| Chapter 14: Following up and Keeping in Touch | 243 |
| Part V: You Won't Always Win | 259 |
| Chapter 15: Handling Failure and Rejection | 261 |
| Chapter 16: Setting Goals Keeps You Focused | |
| Chapter 17: Time Planning — Moving You Forward | |
| Part VI: The Part of Tens | 311 |
| Chapter 18: The Ten Biggest Sales Mistakes Everyone Makes | 313 |
| Chapter 19: Ten Ways to Close a Sale Nearly Every Time | |
| Chapter 20: Ten Ways to Master the Art of Selling | |
| Chapter 21: Ten Steps to Professionalism | |
| Chapter 22: Ten Characteristics of a Professional Persuader Chapter 23: Ten Advanced Closes | |
| Appendix: Recommended Reading | |
| Index | |
| | |
| Reader Response Card Back of | of Book |

Table of Contents

| Introduction | 1 |
|--|---|
| Who Needs to Read This Book? | 2 |
| How to Use This Book | |
| How This Book Is Organized | 4 |
| Part I: The Art of Selling | |
| Part II: Winners Do Homework | |
| Part III: Inventory Your Skills | |
| Part IV: Building a Business | |
| Part V: You Won't Always Win | |
| Part VI: Part of 10s | |
| Icons in This Book | |
| Where to Go from Here | 6 |
| | |
| Part I: The Art of Selling | 7 |
| Chapter 1: You Don't Need a Plaid Sport Coat | q |
| | |
| What Is Selling — Not Always What You Think | 9 |
| Advertising is selling | |
| Why billboards are big | |
| You're a walking billboard | |
| Print ads | |
| Direct mail | |
| Selling yourself to get a job | |
| Step #1: Prospecting | |
| Step #2: Original contact | |
| Step #3: Qualification | |
| Step #4: Presentation | |
| Step #5: Addressing concerns | |
| Step #6: Closing the sale | |
| Step #7: Getting referrals (if you have to) | |
| Selling yourself at your new job | |
| Size up the office | |
| People skills will start the sale | |
| Selling yourself in your current job | |
| | |

| Who's Really in Selling — Everyone! | 24 |
|---|------|
| Actors and actresses | . 25 |
| People who make fine dining fine | 25 |
| Doctors sell you into saying "Ahh" | |
| Lawyers set the stage for selling | |
| Politicians sell, and sell, and sell | 27 |
| Parents, our most important sellers | |
| Kids sell the darndest things | |
| Friendships, selling to and fro | |
| Spouses-to-be sell marriage & other bliss | 30 |
| Getting happily involved at work | |
| The Moral: Sell Well, and You'll Go Far | |
| The Moral. Sen wen, and roun Goral | . 50 |
| Chapter 2: Questioning Your Way to Success | . 33 |
| Why Ask? | . 35 |
| Little Questions, Big Agreements | |
| Questions Create Emotional Involvement | |
| Ask What They Know | |
| Selling on a Personal Level | |
| Proven Questioning Techniques | |
| Tying down the details | |
| The dinner alternative | |
| Porcupine | |
| Getting them involved | |
| How Questioning Techniques Get You to Yes | . 44 |
| Selling products | |
| Selling ideas | |
| | |
| Chapter 3: Make Selling Your Hobby — It's All in the Attitude | |
| How the Cream Does Rise | |
| Business? Pleasure? What's the difference? | |
| Some selling today can even cement the family way | |
| Hobbies versus Jobs | |
| Attitude makes the difference | .52 |
| Emotional involvement supplies the meaning | . 53 |
| Selling: It Goes with Everything | .54 |
| Trading Knowledge for a Sense of Wonder | |
| Time to learn, time to burn | |
| Learning means having productive mistakes | . 56 |
| The Learning Curve — Passing from Beginner to Butterfly | . 56 |
| Unconscious incompetence | |
| Conscious incompetence | |
| Conscious competence | |
| Unconscious competence | |

| The Value of Keeping Your Eyes and Ears Open | 60 |
|---|----|
| Look for educational events | 60 |
| Avoid brain cramps | |
| No Discomfort, No Learning | 61 |
| Part II: Winners Do Homework | 65 |
| Chapter 4: Finding the People Who Need What You Have | 67 |
| So Whom to Prospect? | 68 |
| Ten Strategies for Finding the Right People | 69 |
| Strategy #1: Mine the people you already know | |
| Strategy #2: Tap your business contacts | 70 |
| Strategy #3: Talk to salespeople you currently buy from | 71 |
| Strategy #4: Parlay your adventures as a consumer | |
| Strategy #5: Benefit from the itch cycle | |
| Strategy #6: Use your customer list | |
| Strategy #7: Ride the wave of technical advancement | |
| Strategy #8: Read the newspaper | |
| Strategy #9: Know your service or support people | |
| Strategy #10: Practice the 3-foot rule | |
| Prospecting Your Way to Riches | 80 |
| Where to Round Up the Likeliest Suspects — or Prospects | |
| Among friends | |
| In the wide, wide world | |
| Through professional help | |
| From lists your company generates | |
| By phone, by mail, or face to face | |
| Between the rewards and pitfalls of telemarketing | |
| By relying on the U.S. Postal Service | |
| Chapter 5: What You Don't Know Can Kill Your Chances of Success | |
| Starting at Ground Zero | 90 |
| How Much Information Is Too Much? | |
| Working with Buyers' Personality Types | |
| Buyer #1: Believing Bart | |
| Buyer #2: Freddie Freebie | |
| Buyer #3: Purchasing Polly | |
| Buyer #4: Evasive Ed | |
| Buyer #5: Griping Greg | |
| Buyer #6: Anna List | 95 |
| Buyer #7: Domineering Donna | 95 |
| Buyer #8: Controlling Carl | 95 |
| Buyer #9: Cynical Cindy | |

| Your Greatest Enemy: Their Fears | |
|--|------|
| Enemy #1: Fear of salespeople | |
| Enemy #2: Fear of failure | |
| Enemy #3: Fear of owing money | 97 |
| Enemy #4: Fear of being lied to | |
| Enemy #5: Fear of embarrassment | |
| Enemy #6: Fear of the unknown | 99 |
| Enemy #7: Fear of past mistakes | 99 |
| Enemy #8: Fear generated by others | 99 |
| Do You Know What You're Saying? | |
| Words to sell by | |
| Jargon, by another name | |
| A whole vocabulary at your fingertips | |
| Regional manners | |
| Do You Know What You're Hearing? | 108 |
| Charter C. Knowing Vous Product | 111 |
| Chapter 6: Knowing Your Product | 111 |
| The Importance of Balance | |
| Too much product knowledge makes Jack | |
| Ice cubes to Eskimos? | |
| All pumped up but nowhere to go | |
| Vital Statistics | 115 |
| Product information: yours for the finding | |
| Customers & colleagues can put you in the know | |
| Create a respectful environment | |
| Go directly to the source | |
| Competitors have products, too, you know | |
| What's In It For Me? | |
| Better Yet, What's in It for Them? | |
| Walk a mile in their shoes | |
| Help them get ahead (and you'll get ahead) | |
| Get the dollar signs out of your eyes | 120 |
| Two Tested Ways to Meet Their Changing Needs | 121 |
| Make every negotiation a win-win | |
| Follow up no matter what the outcome | 122 |
| Chapter 7: Winning Presentations | 123 |
| | |
| A Foot in the Door | |
| Find the power players | |
| Be quick or be sorry | |
| Break well, and prosper | |
| The ABCs of Presenting | |
| Be multilingual (even if you're not) | |
| Recognize the posted speed limit | |
| Let 'em function on assumption | |
| LEATH THE HUMAN DONG COCAMMAR CONTACTOR COCAMINATO | 1.70 |

| Let the Product Be the Star | |
|---|-------|
| Get out of the picture | 130 |
| det out of the picture | 130 |
| Stay in control | 131 |
| It's a Visual Thing — See? | |
| The company gave them to me | 132 |
| Ways to master visual aids | |
| No Visuals? Develop Them Yourself | |
| Demonstrating Products | |
| How Not to Crash and Burn | |
| Find the plug-ins; know how to reach them | |
| Be sure your visual aids are clean and in orde | |
| Test everything | |
| Customize as much as you can | |
| Always bring a protective pad | 138 |
| | |
| Part III: Inventory Your Skills | 141 |
| | |
| Chapter 8: Getting an Appointment | 143 |
| Face-to-Face Time Is Critical | 143 |
| The Telephone: Best Friend or Worst Enemy? | |
| | |
| How to Reach Mr. or Ms. Consumer by Telephone | e 145 |
| How to Reach Mr. or Ms. Consumer by Telephone Step #1: Greetings | |
| Step #1: Greetings | 146 |
| | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude | |
| Step #1: Greetings | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude | |
| Step #1: Greetings | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business Cancellation Rates for Appointments | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business Cancellation Rates for Appointments | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business Cancellation Rates for Appointments Getting to a Tough Decision-Maker Chapter 9: Putting Others at Ease | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business Cancellation Rates for Appointments Getting to a Tough Decision-Maker Chapter 9: Putting Others at Ease Let's Get Comfy | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business Cancellation Rates for Appointments Getting to a Tough Decision-Maker Chapter 9: Putting Others at Ease Let's Get Comfy Just a Few Seconds | |
| Step #1: Greetings Step #2: Introduction Step #3: Gratitude Step #4: Purpose Step #5: Appointment Step #6: Thank you (by phone) Step #7: Thank you (by letter) Keeping Forward Momentum What to Ask Sometimes a "no" opens the door Earn the right to future business Cancellation Rates for Appointments Getting to a Tough Decision-Maker Chapter 9: Putting Others at Ease Let's Get Comfy | |

| Like Me and Trust Me | 161 |
|--|-----|
| Five steps to stellar first impressions | |
| Step #1: Smile, deep and wide | 162 |
| Step #2: Let their eyes see your eyes | |
| Step #3: Say hi (or something like it) | 163 |
| Step #4: Shake hands, not dead fish | |
| Step #5: Your name for their name | |
| In a retail setting | |
| What to say instead of "May I help you?" | 166 |
| Recognizing their signals | |
| It's Time to Build Some Common Ground | |
| Keep the conversation light, but move ahead | |
| Acknowledge their pride | 169 |
| Avoid controversy | 169 |
| Keep pace with your prospect | |
| Let them know you're there to serve | 170 |
| Chantas 10: Qualifying Vaus Way to Cuasas | 474 |
| Chapter 10: Qualifying Your Way to Success | |
| Are You Sure They Need What You're Selling? | |
| Sales Lessons from a Scruffy TV Detective | |
| Liking to Sell What Your Customers Like to Buy | |
| Nuts-n-Bolts of Qualifying Prospects | |
| You N.E.A.D.S. to hear this | 178 |
| Without the S, N.E.A.D.S. would just be N.E.A.D. | |
| Your First Prospect to Qualify: Yourself | |
| Have you ever ? | |
| Questions that qualify you personally | |
| Questions that qualify you professionally | 184 |
| Chapter 11: Addressing Customer Concerns | 187 |
| When No Really Means Maybe | 187 |
| Try it; you'll like it | |
| When the fish aren't biting, change your bait | 188 |
| Read their signals | 189 |
| Sometimes you can bypass objections | 190 |
| Condition versus objection | 190 |
| They must believe they're trading up | 191 |
| Trust your instincts | |
| Beat them to their own objections | |
| "I Can Get It Cheaper Somewhere Else" | |
| The Do's and Don'ts of Addressing Concerns | |
| Six Steps to Handling Objections | |
| The Lady Doth Protest Too Much | 198 |

| Chapter 12: Getting to the Ultimate Agreement | 201 |
|---|-----------------------|
| Sometimes All You Need to Do Is Ask | 202 |
| No ask, no sale | |
| When and how to ask | 202 |
| Tom's Tales: Stories to Close a Sale | |
| Tom's Tale #1: Benjamin Franklin | |
| Tom's Tale #2: Getting past a vague stall to a | |
| concrete final objection | 208 |
| Tom's Tale #3: Handling "It costs too much" | 209 |
| Tom's Tale #4: Reduction to the ridiculous | 210 |
| Tom's Tale #5: The oblique comparison | 212 |
| Tom's Tale #6: Similar situation | |
| Tom's Tale #7: Competitive edge | |
| Consummation Questions and Statements | 215 |
| Basic Oral Consummation | 215 |
| Basic Written Consummation | |
| Sharp Angle | |
| Higher Authority | |
| Confirmation questions | |
| The Alternate Advance | 222 |
| Erroneous Conclusion | |
| | |
| Porcupine | 224 |
| Porcupine | 225 |
| Part IV: Building a Business | 225 |
| Consummate with Empathy | 225 |
| Consummate with Empathy Part IV: Building a Business Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise | 225229231 |
| Consummate with Empathy Part IV: Building a Business Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? | 225229231232232 |
| Consummate with Empathy | 225229231232232232 |
| Consummate with Empathy | 225229231232232233 |
| Consummate with Empathy | |
| Consummate with Empathy Part IV: Building a Business Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field | 225229231232233233233 |
| Consummate with Empathy | |
| Consummate with Empathy Part IV: Building a Business Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? | |
| Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals | |
| Consummate with Empathy Part IV: Building a Business Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? | |
| Consummate with Empathy Part IV: Building a Business Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals Step #1: Isolate faces Step #2: Write names on cards | |
| Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals Step #1: Isolate faces Step #2: Write names on cards Step #3: Ask qualifying questions | |
| Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals Step #1: Isolate faces Step #2: Write names on cards Step #3: Ask qualifying questions Step #4: Ask for the address and phone number | |
| Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals Step #1: Isolate faces Step #2: Write names on cards Step #3: Ask qualifying questions Step #4: Ask for the address and phone number Step #5: If address is unknown, get the phone book | |
| Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals Step #1: Isolate faces Step #2: Write names on cards Step #3: Ask qualifying questions Step #4: Ask for the address and phone number Step #5: If address is unknown, get the phone book Step #6: Ask your customer to call and set the appointment | |
| Chapter 13: Tapping into the Strongest Advertising — Your Present Clients Whence, When, and How Referrals Arise Where do you get referrals? Family and friends Networking Happy customers Other salespeople in your field Public speaking engagements or teaching appointment When do you get referrals? Seven Steps to Getting Referrals Step #1: Isolate faces Step #2: Write names on cards Step #3: Ask qualifying questions Step #4: Ask for the address and phone number Step #5: If address is unknown, get the phone book | |