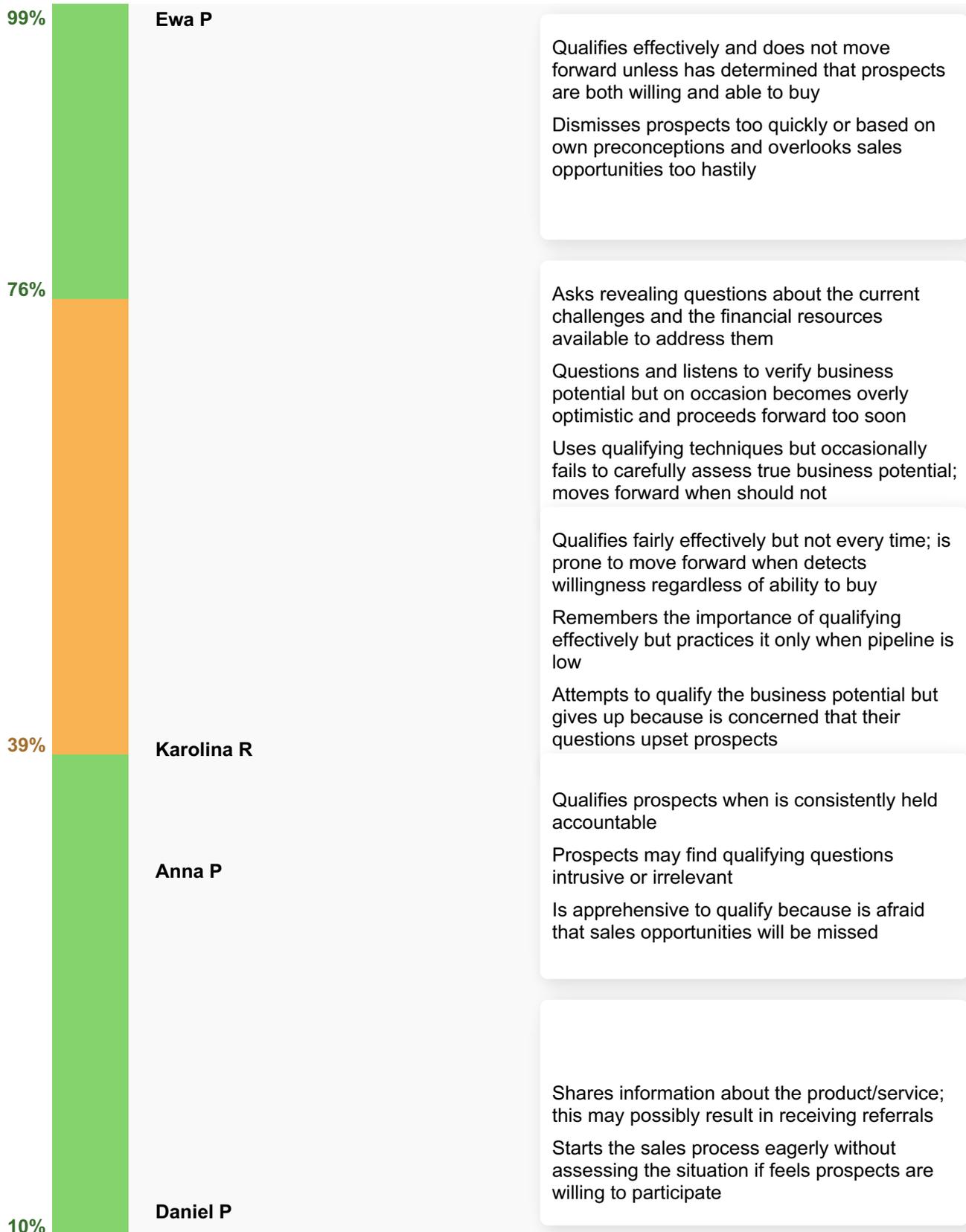


## Team Competence Summary / Prospecting



## Team Competence Summary / Qualifying



Qualifies effectively and does not move forward unless has determined that prospects are both willing and able to buy  
Dismisses prospects too quickly or based on own preconceptions and overlooks sales opportunities too hastily

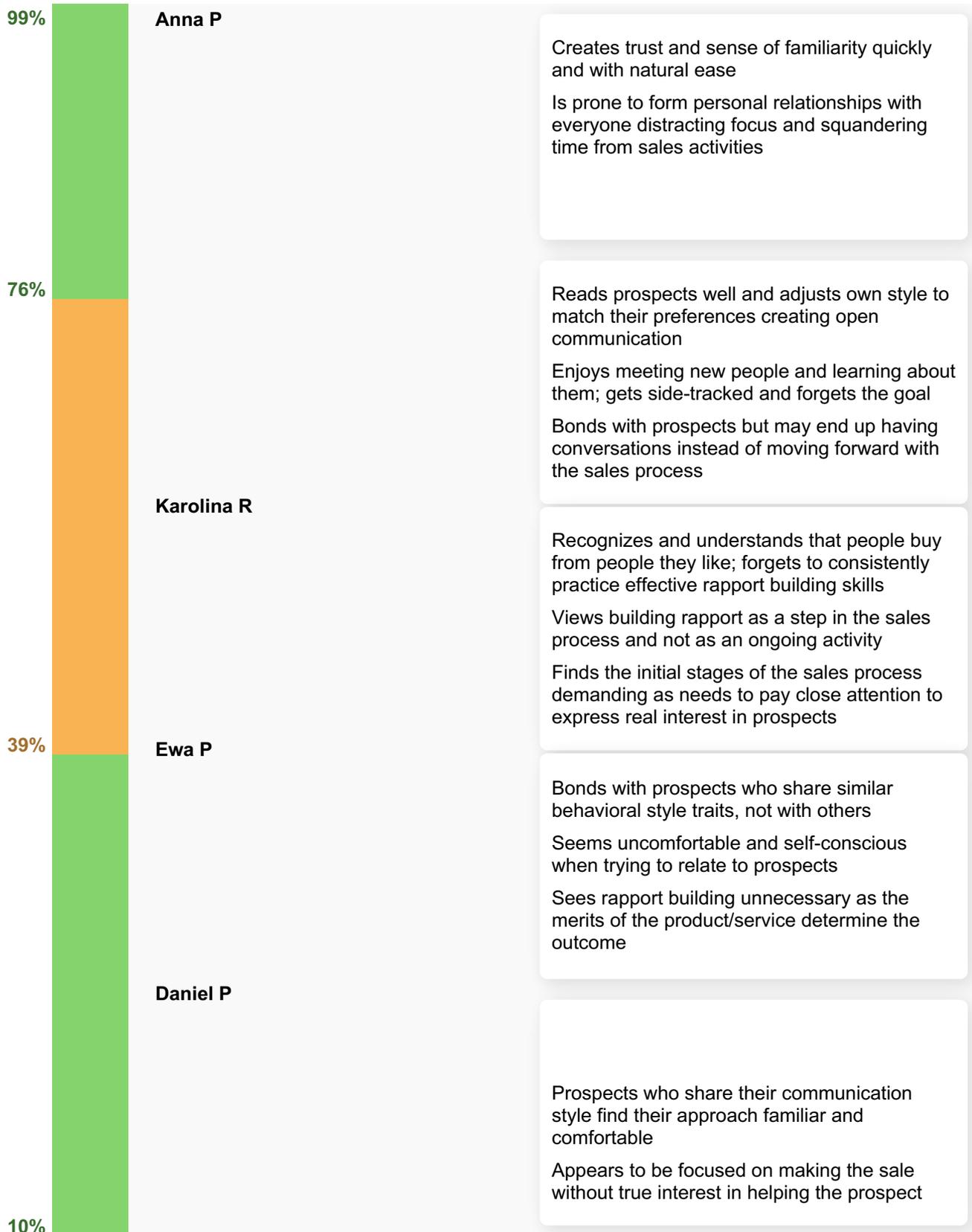
Asks revealing questions about the current challenges and the financial resources available to address them  
Questions and listens to verify business potential but on occasion becomes overly optimistic and proceeds forward too soon  
Uses qualifying techniques but occasionally fails to carefully assess true business potential; moves forward when should not

Qualifies fairly effectively but not every time; is prone to move forward when detects willingness regardless of ability to buy  
Remembers the importance of qualifying effectively but practices it only when pipeline is low  
Attempts to qualify the business potential but gives up because is concerned that their questions upset prospects

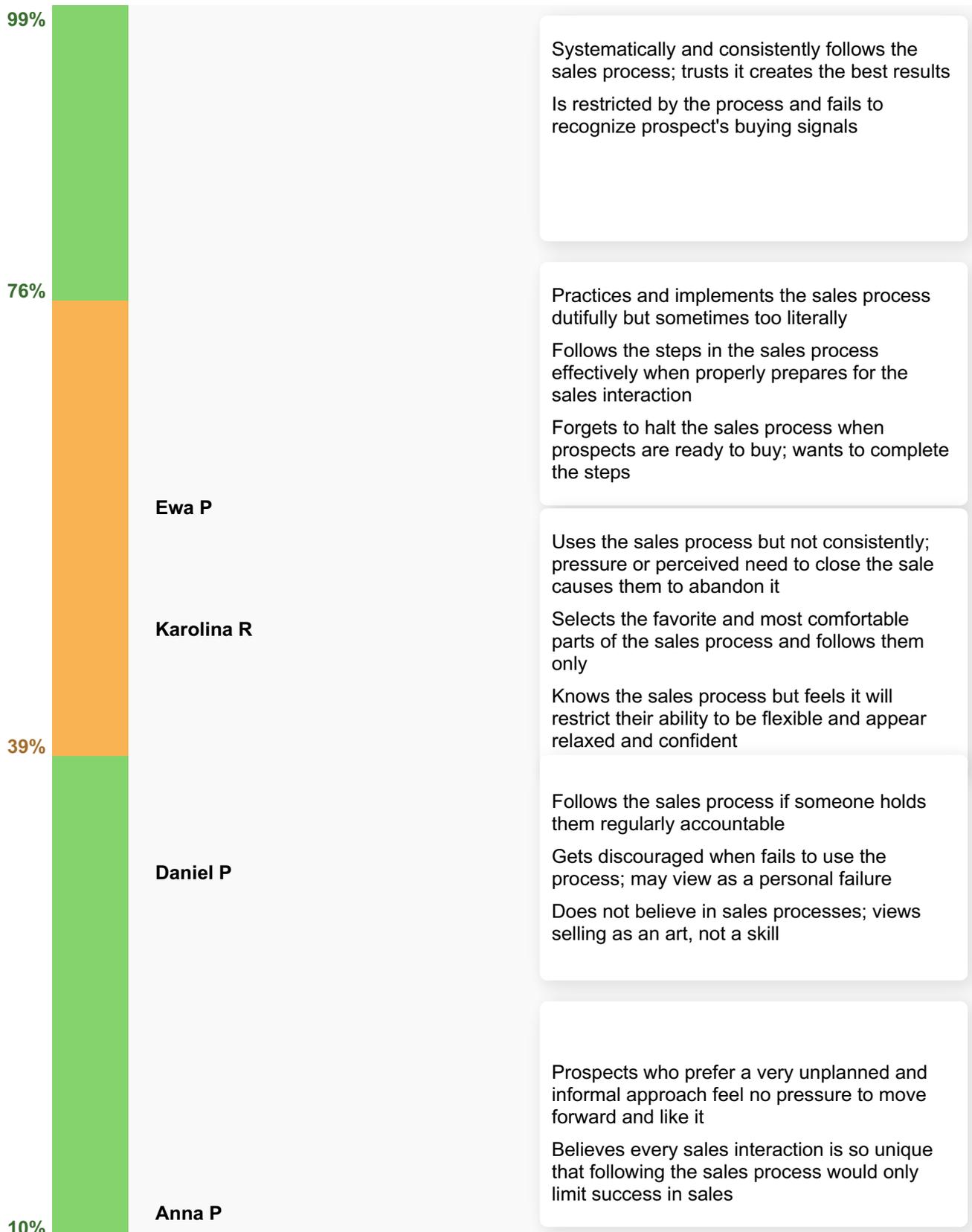
Qualifies prospects when is consistently held accountable  
Prospects may find qualifying questions intrusive or irrelevant  
Is apprehensive to qualify because is afraid that sales opportunities will be missed

Shares information about the product/service; this may possibly result in receiving referrals  
Starts the sales process eagerly without assessing the situation if feels prospects are willing to participate

## Team Competence Summary / Building Rapport



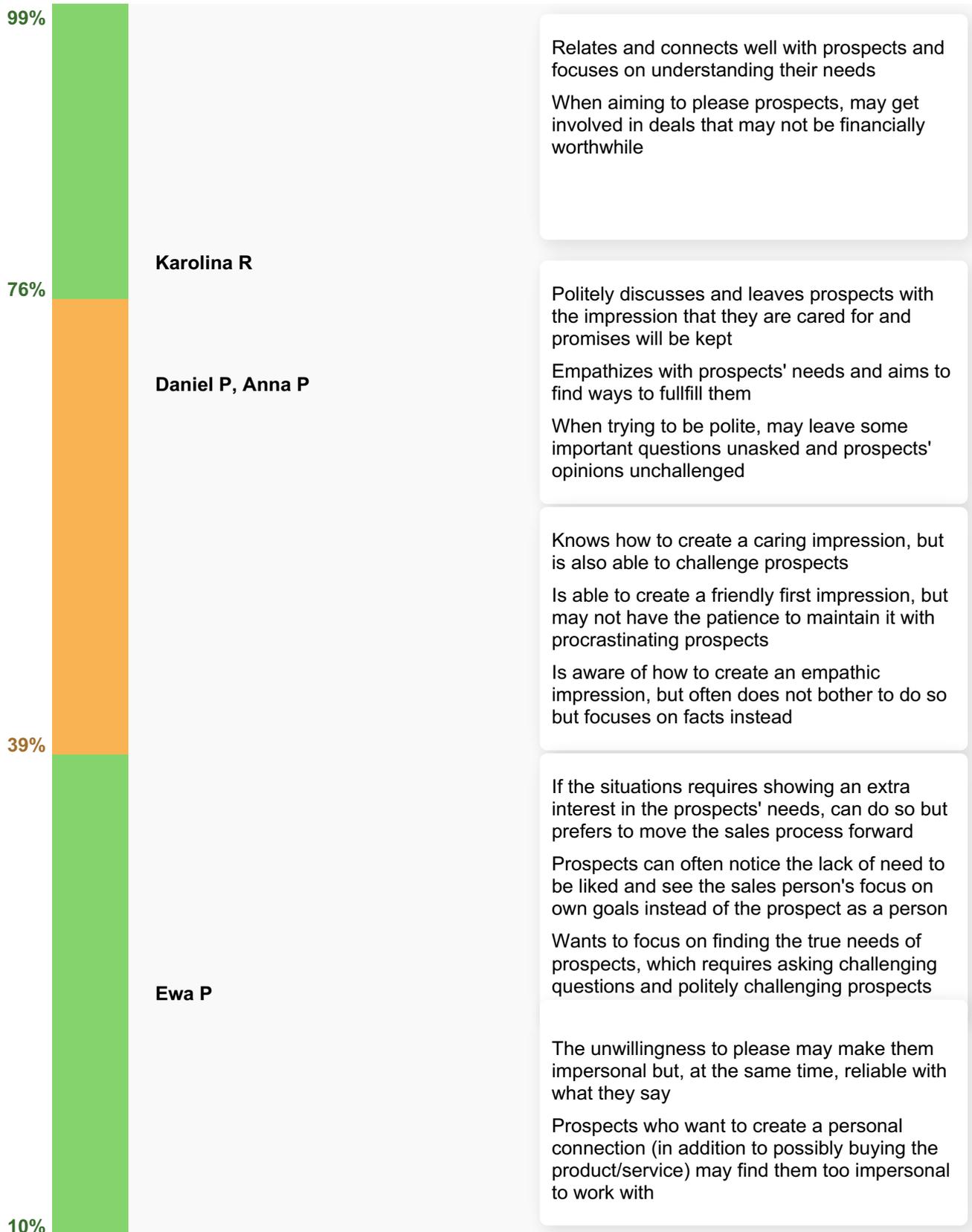
## Team Competence Summary / Following the Sales Process



## Team Competence Summary / Goal Orientation



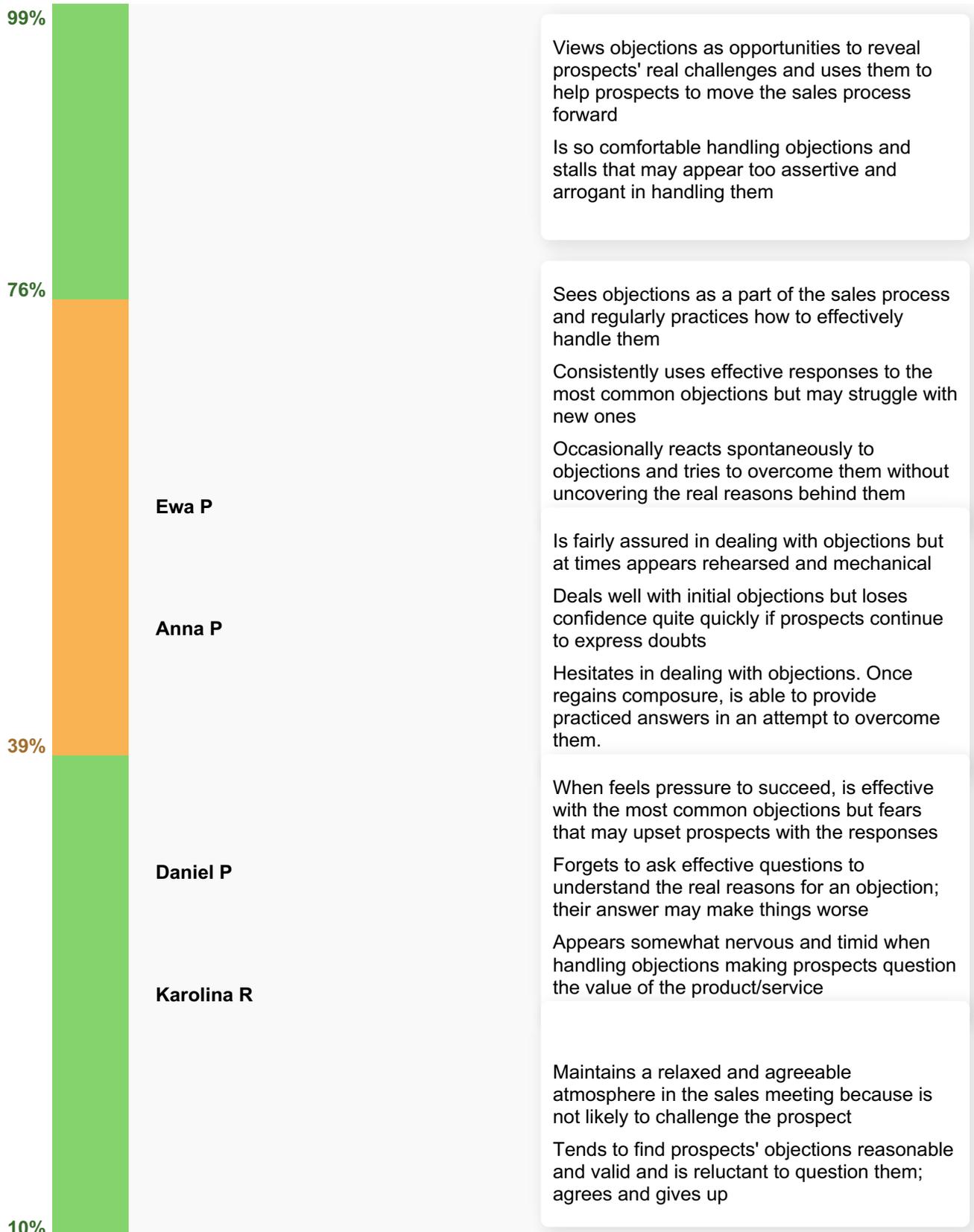
## Team Competence Summary / Gaining Trust



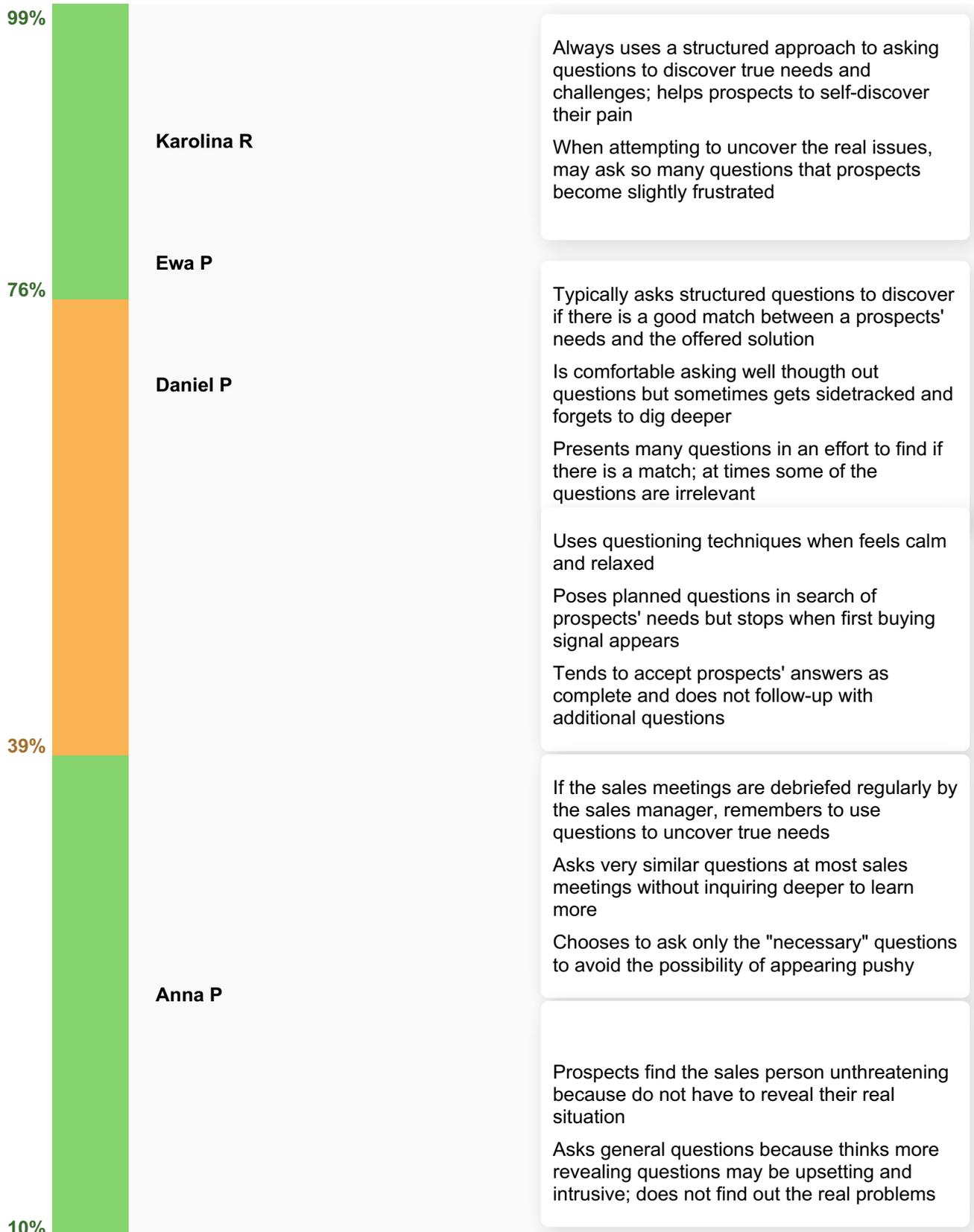
## Team Competence Summary / Controlling the Sales Process



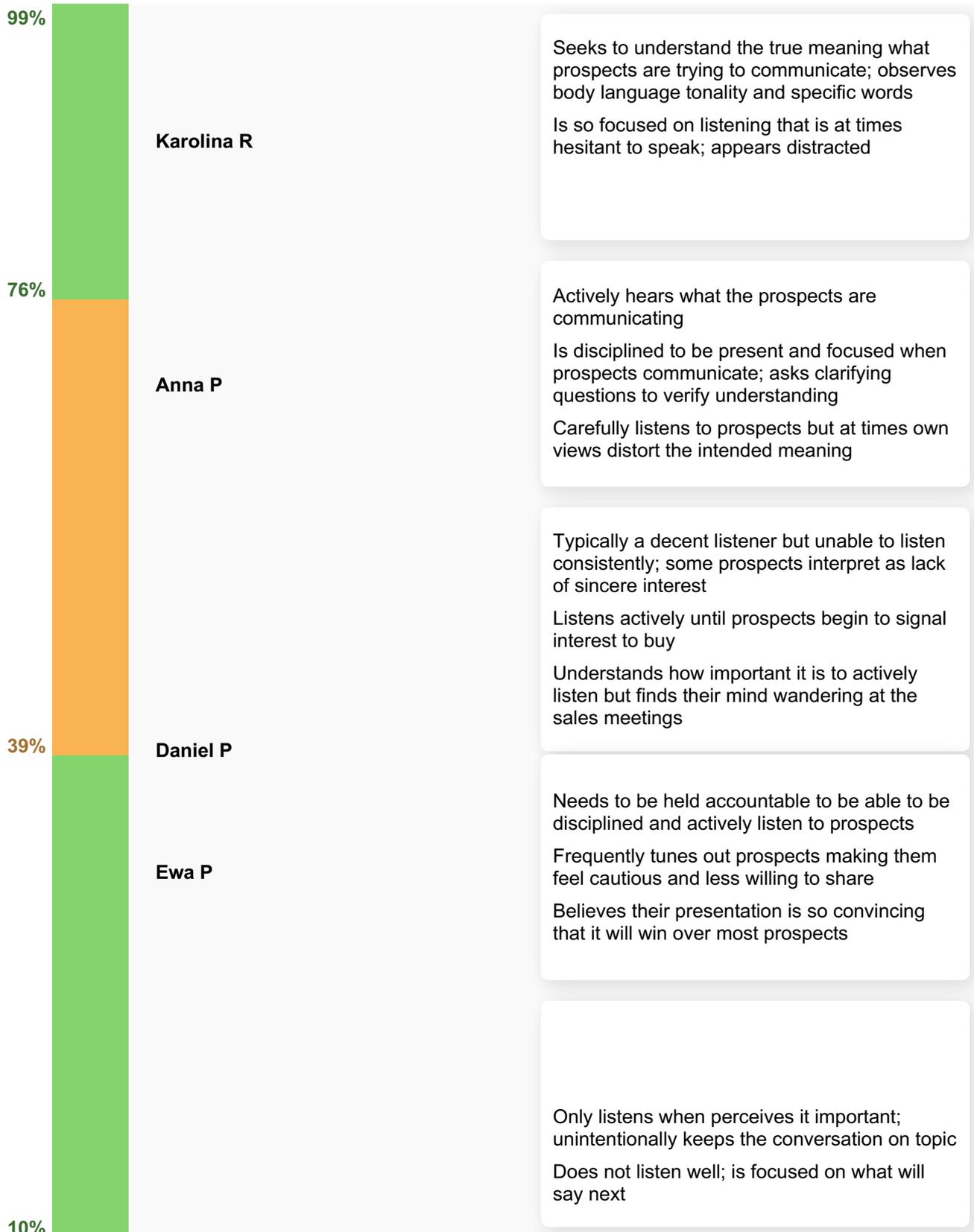
## Team Competence Summary / Handling Objections



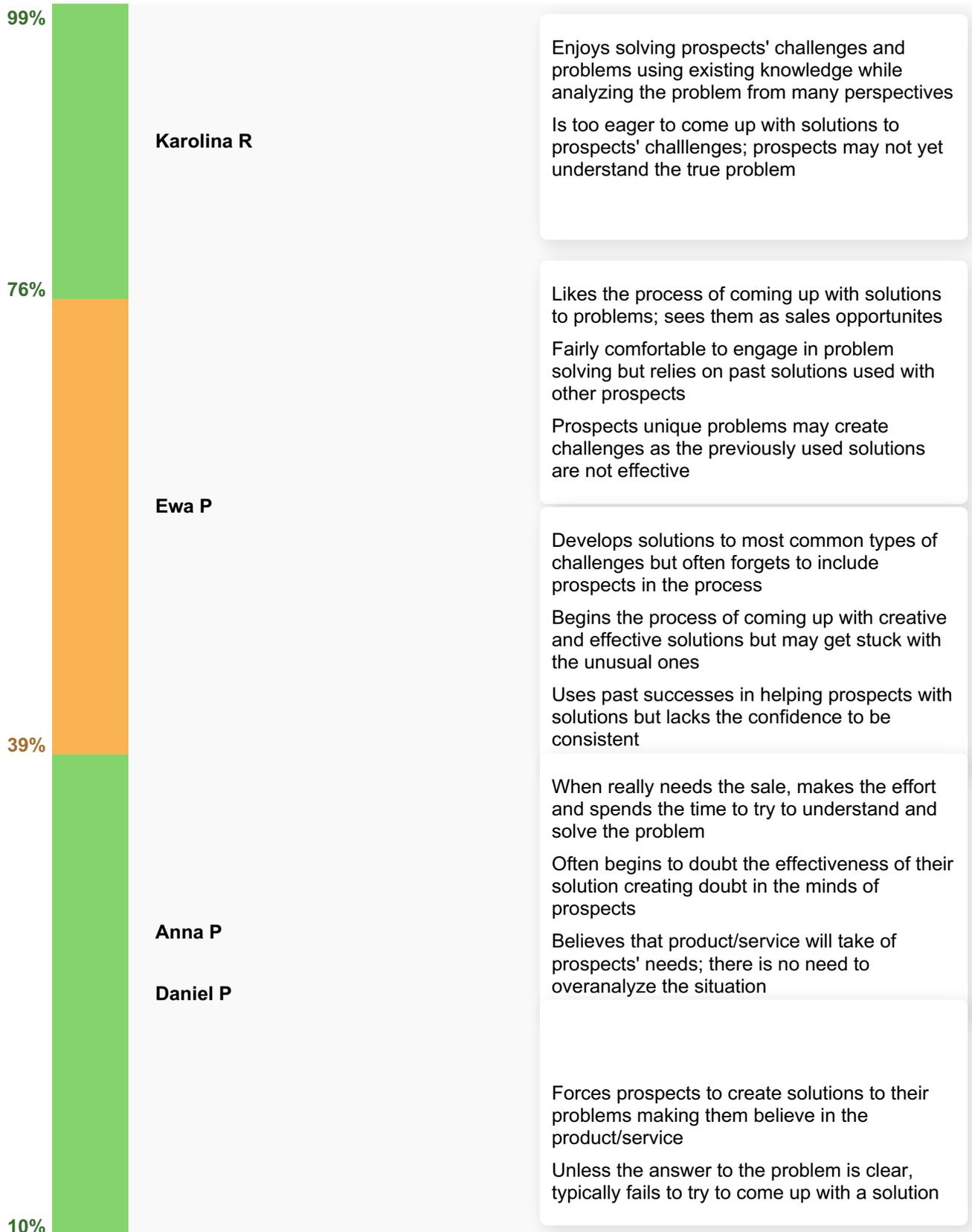
## Team Competence Summary / Questioning Effectiveness



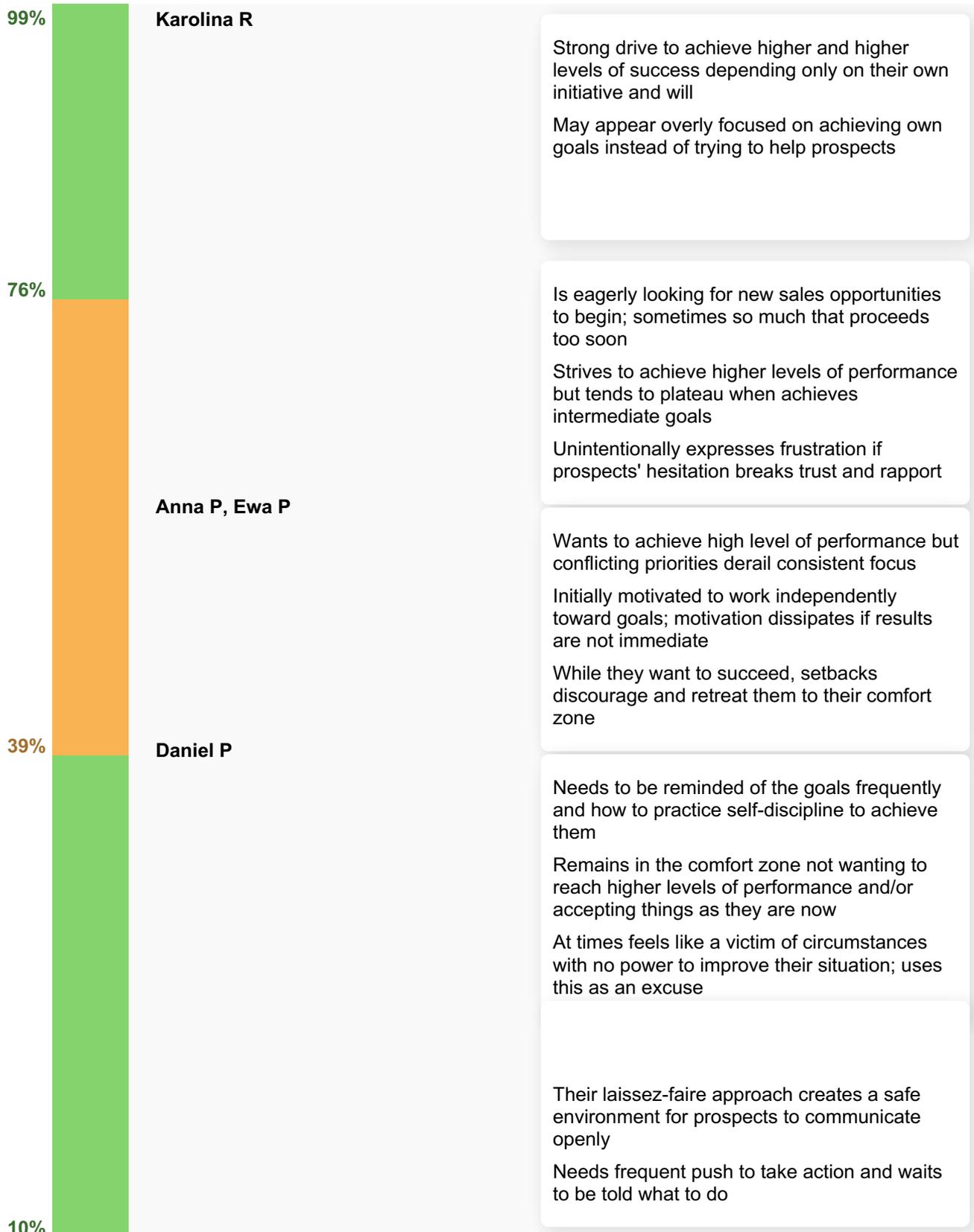
## Team Competence Summary / Active Listening



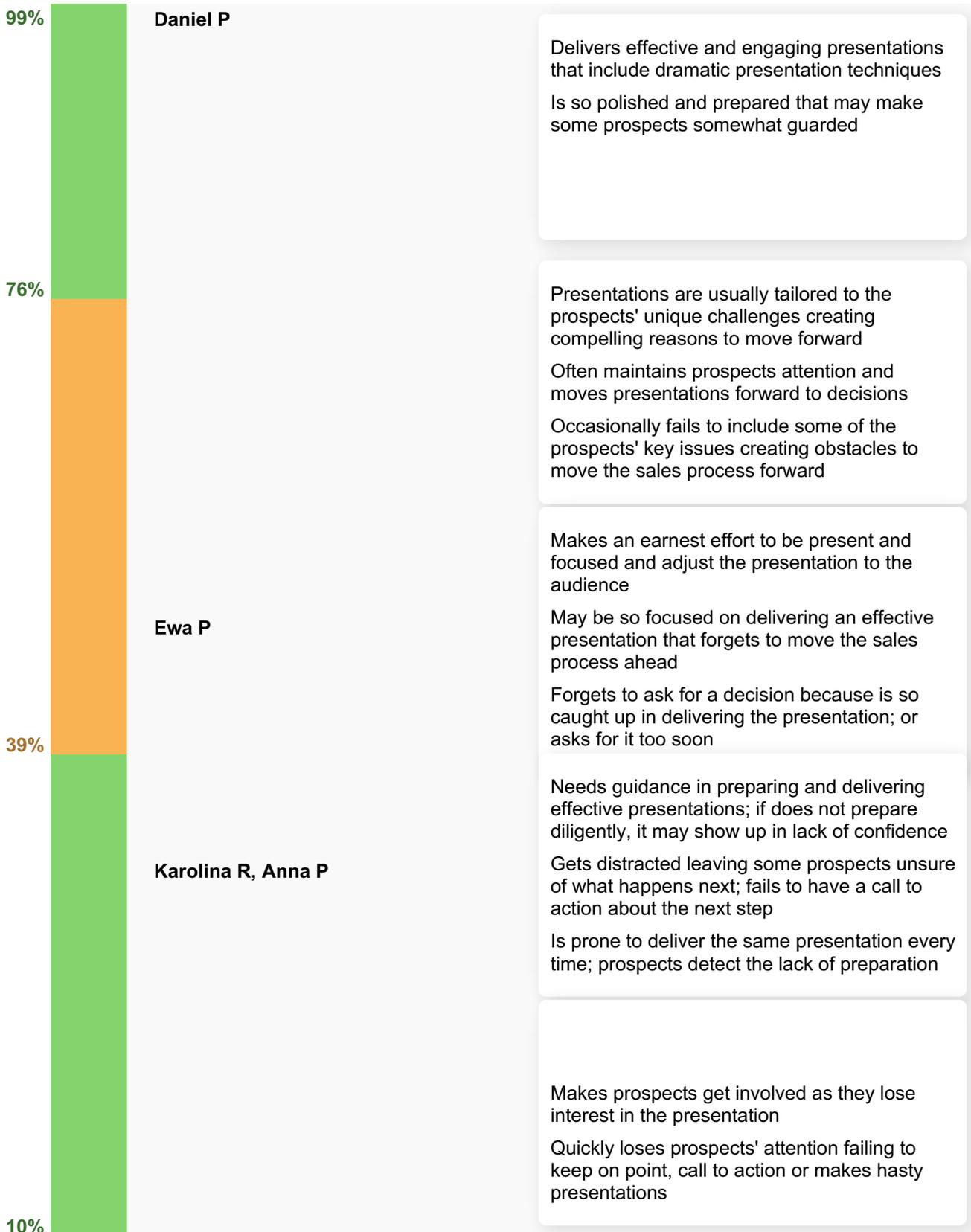
## Team Competence Summary / Critical Thinking



## Team Competence Summary / Initiative



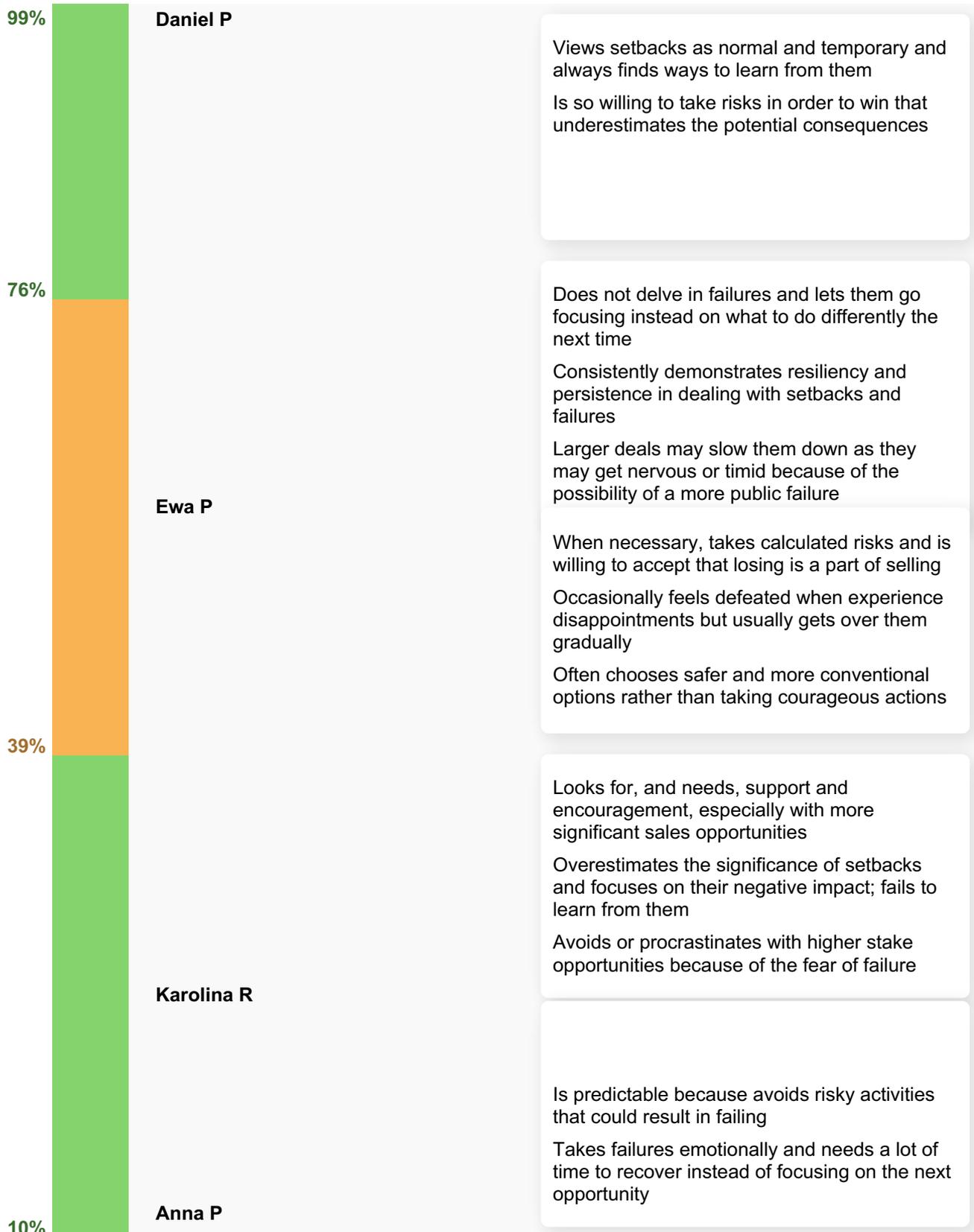
## Team Competence Summary / Presenting



## Team Competence Summary / Time Management



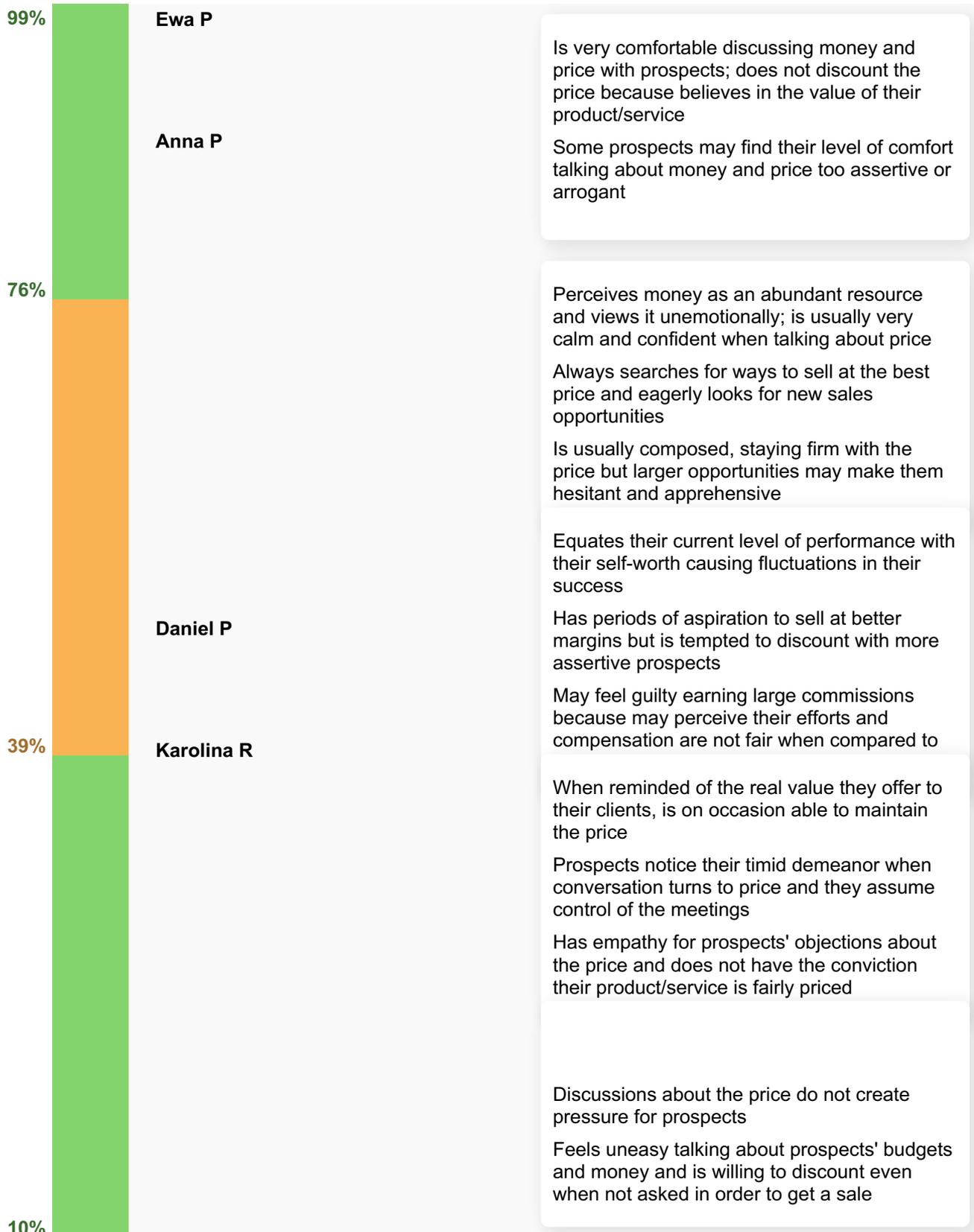
## Team Competence Summary / Dealing with Failure



## Team Competence Summary / Determined Competitiveness



## Team Competence Summary / Money Concept



## Team Competence Summary / Emotional Detachment



Does not get emotional at any stage of the sales process even when prospects make unreasonable demands

Prospects may interpret their aloofness for being uncaring

Does not feel pressure to close a specific sale; keeps emotions under control at sales meetings

Is able to verify prospects' real intentions by asking effective questions; does not accept vague statements at face value

May disqualify some prospects too early by being skeptical about their level of true interest

Usually remains objective but overly enthusiastic prospects can sway them to become too optimistic and emotional

Typically maintains awareness of own emotional involvement but occasionally makes too positive assumptions

During less successful periods becomes more emotional clouding their decisions and perception of reality

When receives regular encouragement, is able to step back, be rational and keep emotions under control

Accepts positive but noncommittal statements by prospects without a clear agreement of what happens next

Allows past failures to negatively impact their present behavior and generate negative self-talk lowering their level of performance

Appears sincere and genuine as clearly has emotions making it easier for prospects to trust and like them

Gets emotionally involved and feels the pressure to make a sale; is not able to assess the reality of the situation