

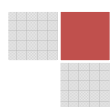


BEST SALES PRACTISES

Many people wonder what separates a top performing sales person from the rest of the pack. In most cases, it is because they apply a number of sales best practices into their daily sales routine. During our experience in North Africa & Middle East Countries, we have discovered that top performing sales people execute certain practices and behaviors that help them to consistently increase their sales and exceed their sales targets and quotas.

Here are 17 best practices of top performing sales people:

1. They set high targets and goals. Top performers do not wait for their manager to issue an annual or quarterly quota. They set their own goals that are usually more ambitious than the corporate targets.
2. They carefully plan their quarter, month and week, as well as their daily schedule. Too many sales people fly by the seat of their pants and only look at the day or week ahead instead of planning their month and quarter. If you want to increase your sales, you need to look at the big picture.
3. They set objectives for every sales call. If you are serious about increasing your sales you need to know exactly what you want to accomplish before you make your sales calls (face-to-face or telephone).
4. They ask high-value questions that probe to the heart of the issue. Sounds simple but most sales people fail at this and ask weak, feeble questions. Top performers are comfortable asking tough questions that make their prospect think. However, when I conduct sales training courses, I often find that many sales people find it difficult to ask high-value questions.
5. They listen carefully to what their prospects & customers say instead of waiting for their turn to speak listen to your customer. You can ask all the questions in the world but if you do not hear what people tell you won't be able to present the proper solution.
6. They clarify the issue when they are unclear what their prospect means. People often say things that are unclear and most sales people assume they know what their prospect means. Top performers take the time to fully understand by asking "What do you mean by that?" or "Can you clarify that for me?"
7. They wait to present their product, service, solution or idea until they know exactly what their prospect's situation is. The majority of sales people who attend my sales training programs jump too quickly into their 'sales pitch' but top performers are patient and wait for the right moment.
8. They begin every sales presentation with a brief RECAP of their understanding of the prospect's situation. Again, a simple concept but one that is greatly ignored by many sales people. A quick summary of your customers' situation give you the opportunity to ensure that your presentation addresses their key issues.



9. They know how to adapt their sales presentation if their prospect's situation has changed. Making changes on-the-fly is challenging but it is one way to stand out from your competition. Learn how to modify your presentation when customer's situation has changed from the time you initially met to the time you are delivering your presentation.
10. They know how to properly and effectively position their product, service or solution. The vast majority of sales people fail miserably at this. They talk, talk, talk but usually end up talking about aspects of their product or solution that have little or no relevance to their customer's situation.
11. Their sales presentations focus on the prospect. Most sales presentations focus on the seller's company, their product, or other trivial information that is of no interest to the customer.
12. They are prepared for potential objections. Top performers anticipate objections and plan their response before their sales call.
13. They always establish the next steps. Decision makers are busier than ever which means they are more difficult to connect with. Avoid losing contact with a prospect by agreeing on the next steps after every sales call. It is also important to do this in face-to-face meetings and telephone calls.
14. They follow-up after the initial call or meeting. Many a sale has been lost because the sales rep failed to follow up after the initial call. You cannot rely on your prospect or customer to call you; you need to take this initiative. Set this up during your call or meeting.
15. They prospect continually to keep their pipeline full. It's not uncommon for sales reps to experience peaks and valleys in their sales. This is usually a result of failing to prospect for new business on a regular basis. Top sales reps consistently increase their sales by ensuring that they prospect for new business every day.
16. They deal with the decision-maker whenever possible. Dealing with people who have little or no buying authority is a waste of time. However, many sales people fall into this trap because it is easier to connect with people other than the decision maker. And that may be true. However, in the long run, they end wasting their time because they don't close the deal.
17. They look for ways to keep in touch with their customers. A sale is not a one-time deal. However, you need to find ways to keep your name in your customer's mind to prevent a competitor from squeezing in. Top performers incorporate this into their schedule and make it a priority.

Incorporate these sales strategies into your routine and you will quickly notice an increase in your sales. You will become more effective, more motivated and more successful.

