

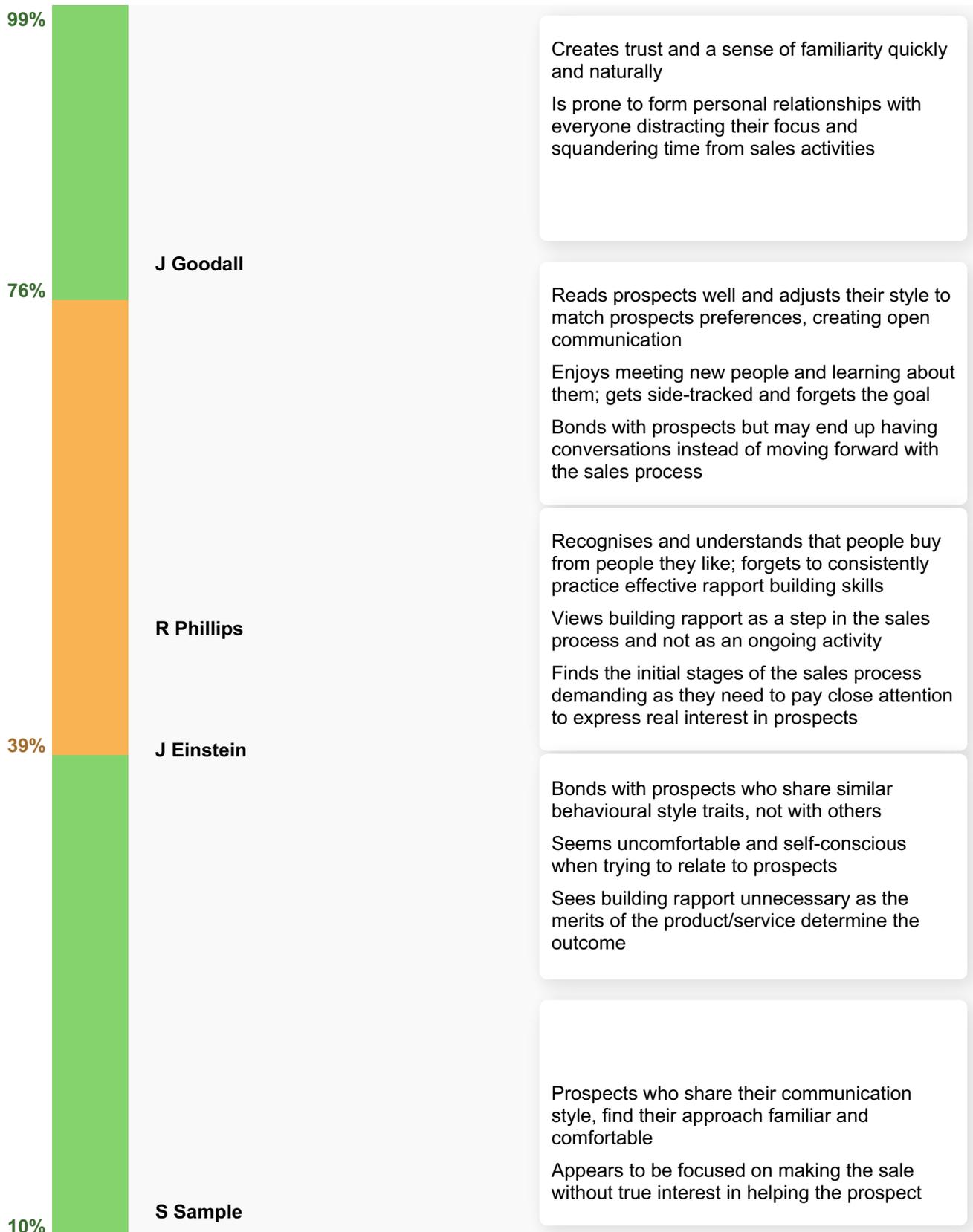
Team Competence Summary / Prospecting



Team Competence Summary / Qualifying



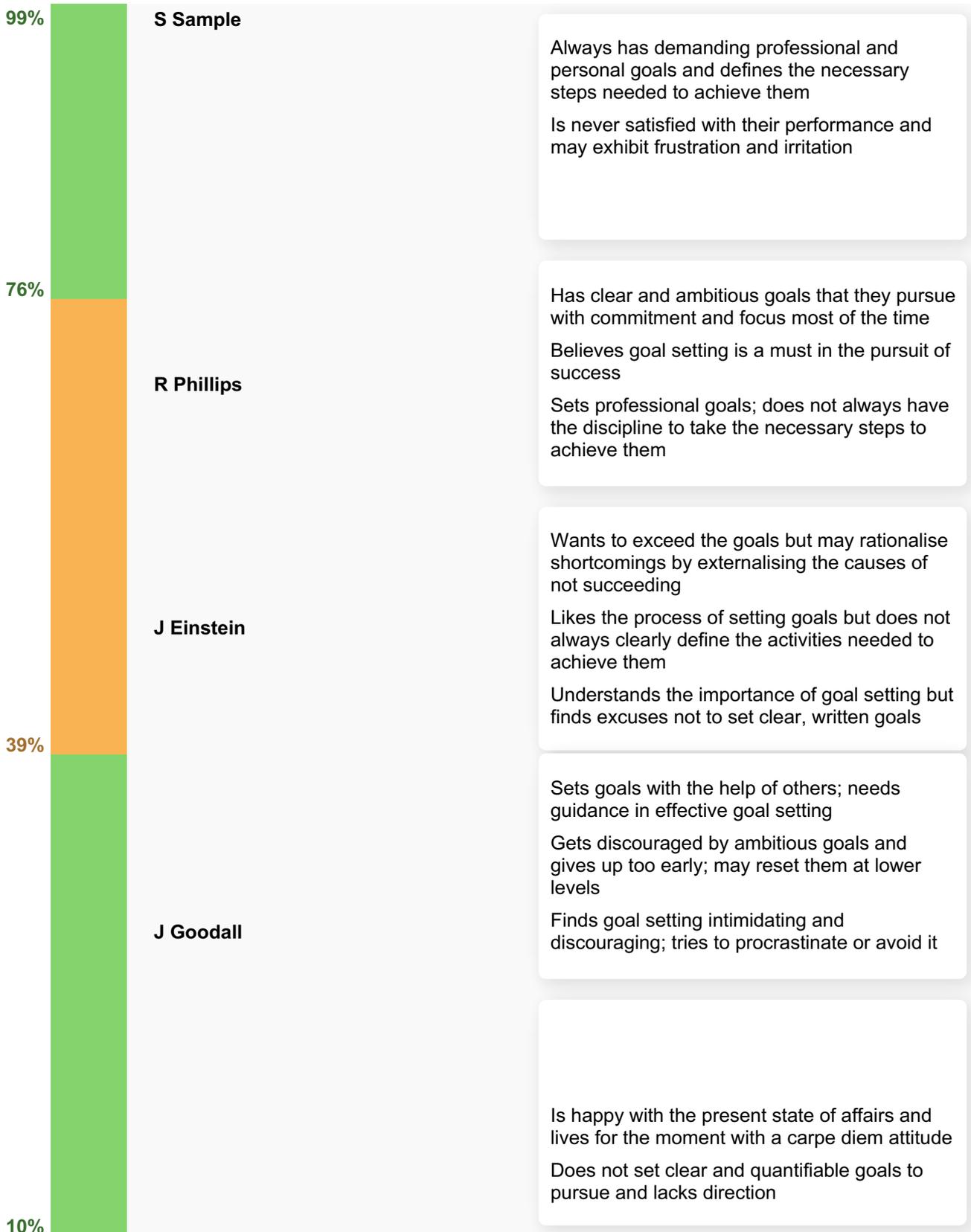
Team Competence Summary / Building Rapport



Team Competence Summary / Following the Sales Process



Team Competence Summary / Goal Orientation



Team Competence Summary / Needing Approval



Team Competence Summary / Controlling the Sales Process



Team Competence Summary / Handling Objections

99%

S Sample, J Einstein, J Goodall

Views objections as opportunities to reveal prospects' real challenges and uses them to help prospects to move the sales process forward

Is so comfortable handling objections and stalls, that they may appear too assertive and arrogant in managing them

76%

R Phillips

Sees objections as a part of the sales process and regularly practices how to effectively handle them

Consistently uses effective responses to the most common objections but may struggle with new ones

Occasionally reacts spontaneously to objections and tries to overcome them without uncovering the real reasons behind them

Is fairly assured in dealing with objections but at times appears rehearsed and mechanical

Deals well with initial objections but loses confidence quite quickly if prospects continue to express doubts

Hesitates in dealing with objections. Once they regain compusure, they are able to provide practiced answers in an attempt to overcome them

39%

When they feel pressure to succeed, they are effective with the most common objections but fear that may upset prospects with the responses

Forgets to ask effective questions to understand the real reasons for an objection; their answer may make things worse

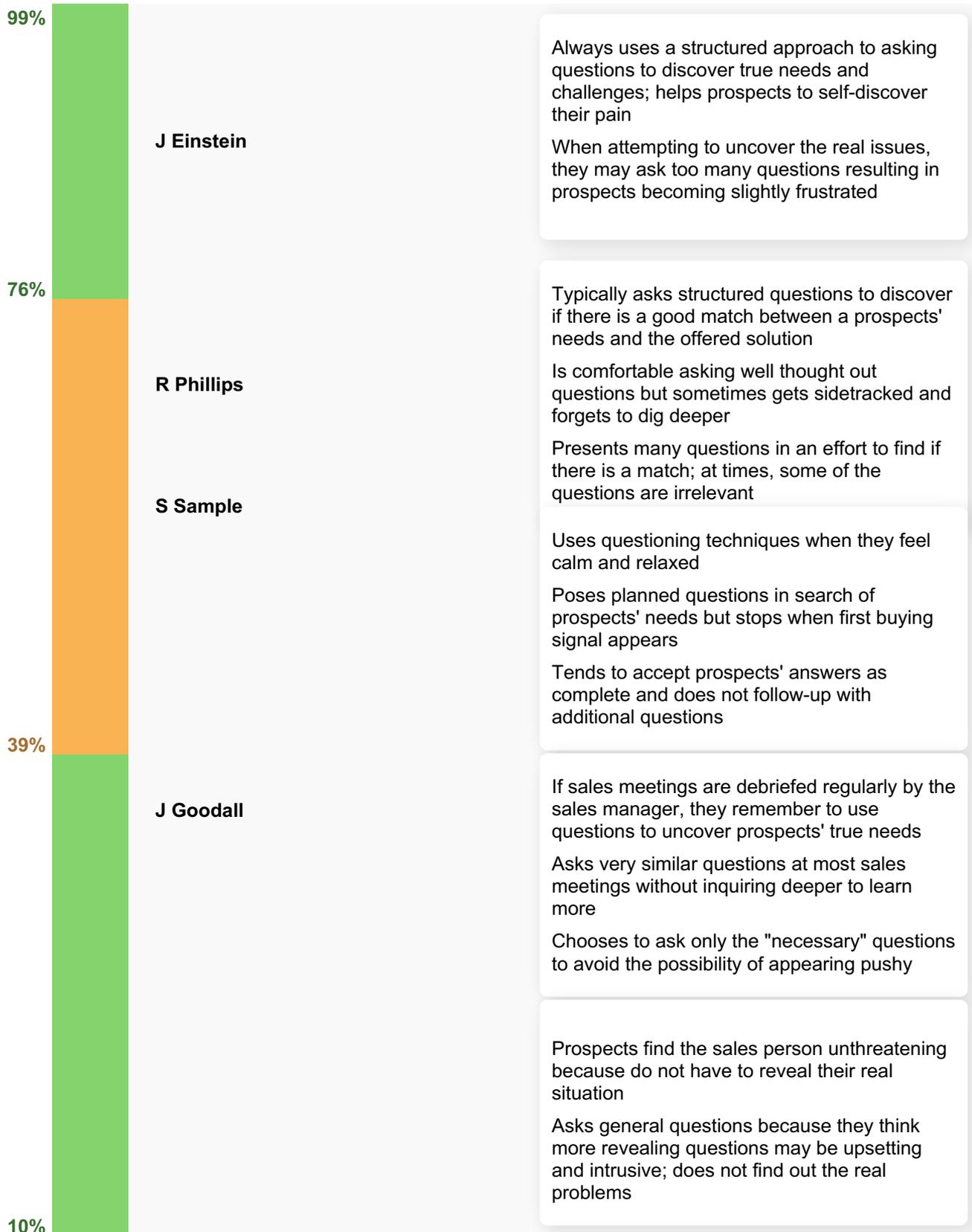
Appears somewhat nervous and timid when handling objections making prospects question

10%

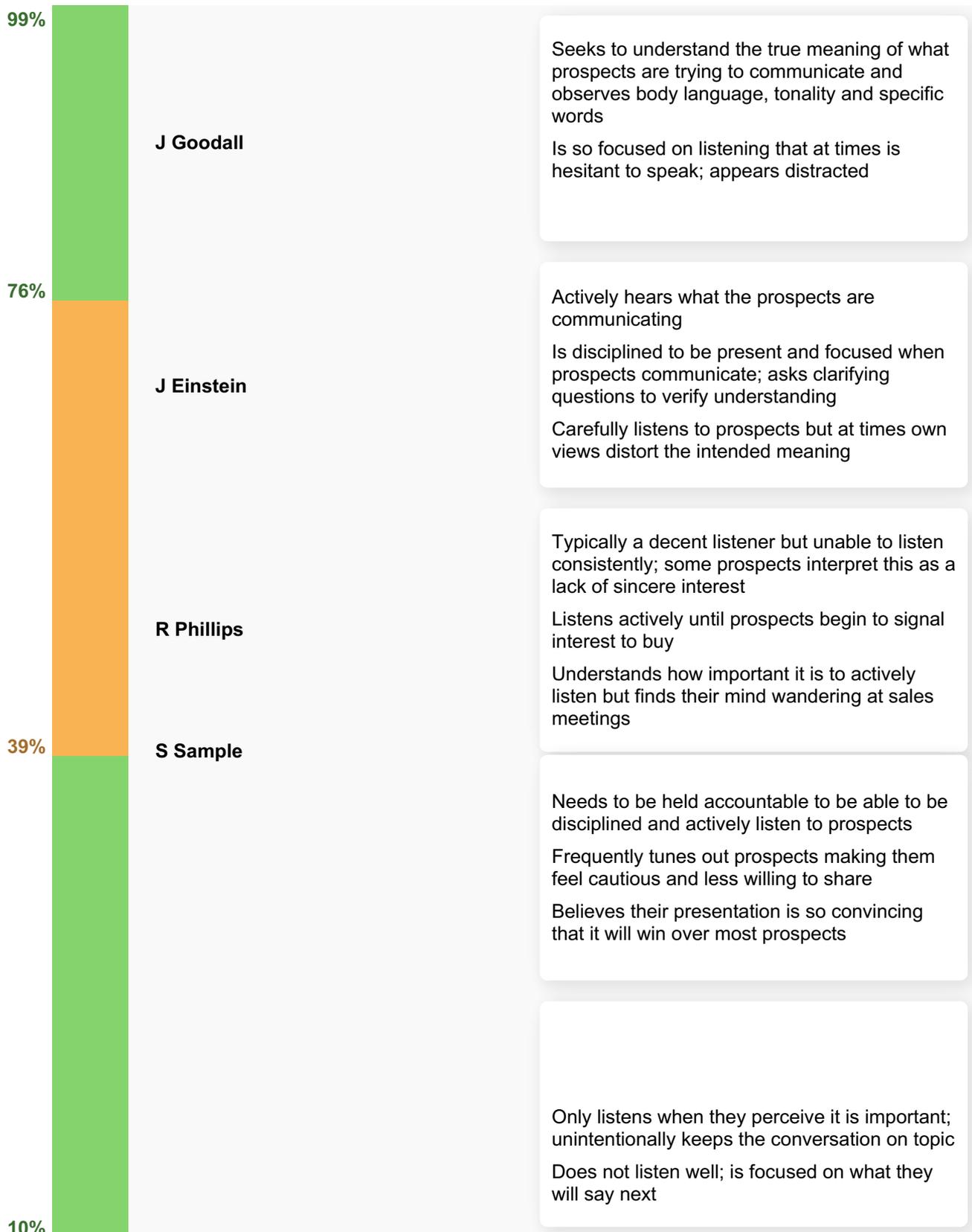
Maintains a relaxed and agreeable atmosphere in sales meetings because they are not likely to challenge the prospect

Tends to find prospects' objections reasonable and valid and is reluctant to question them; agrees and gives up

Team Competence Summary / Questioning Effectiveness



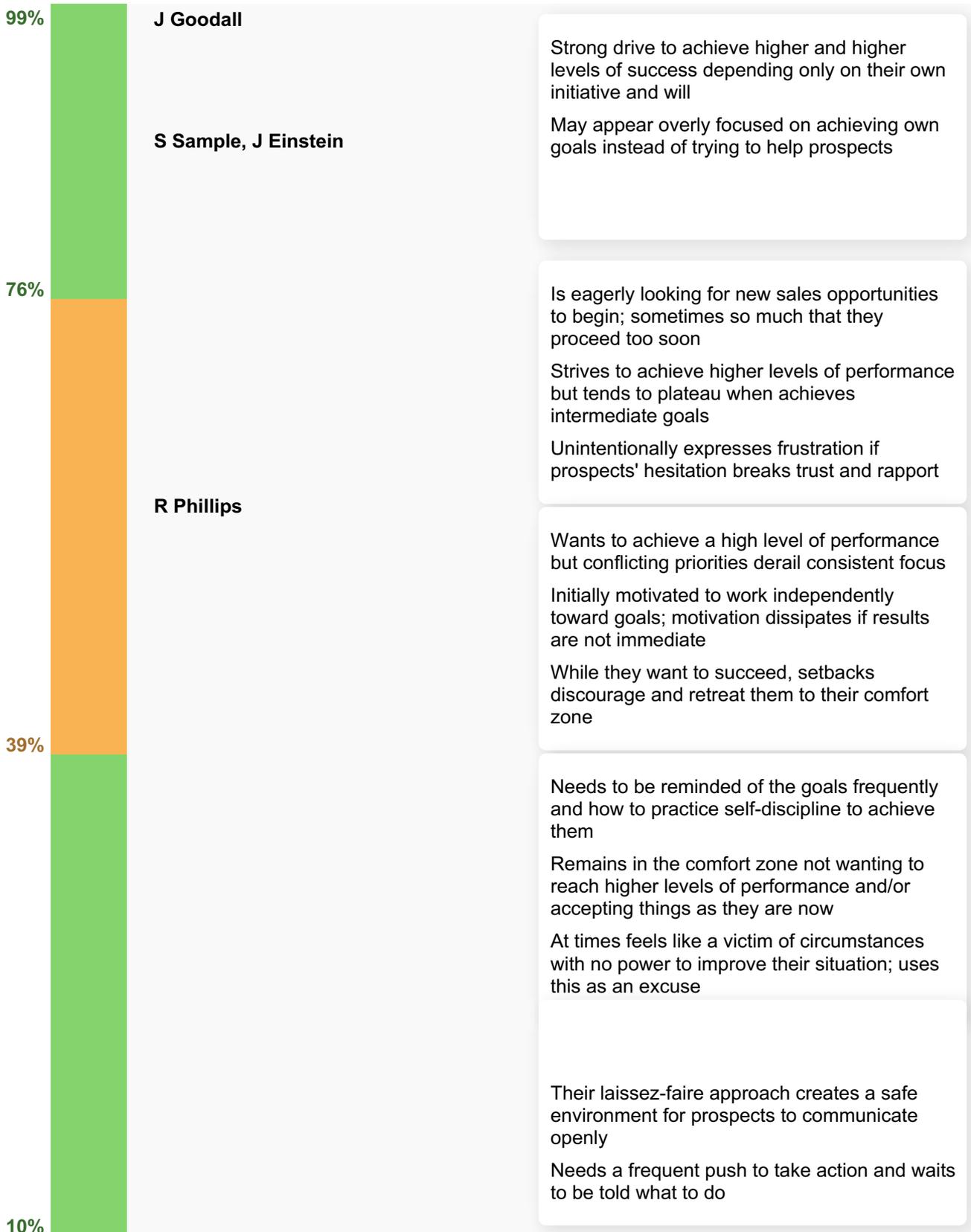
Team Competence Summary / Active Listening



Team Competence Summary / Critical Thinking



Team Competence Summary / Initiative



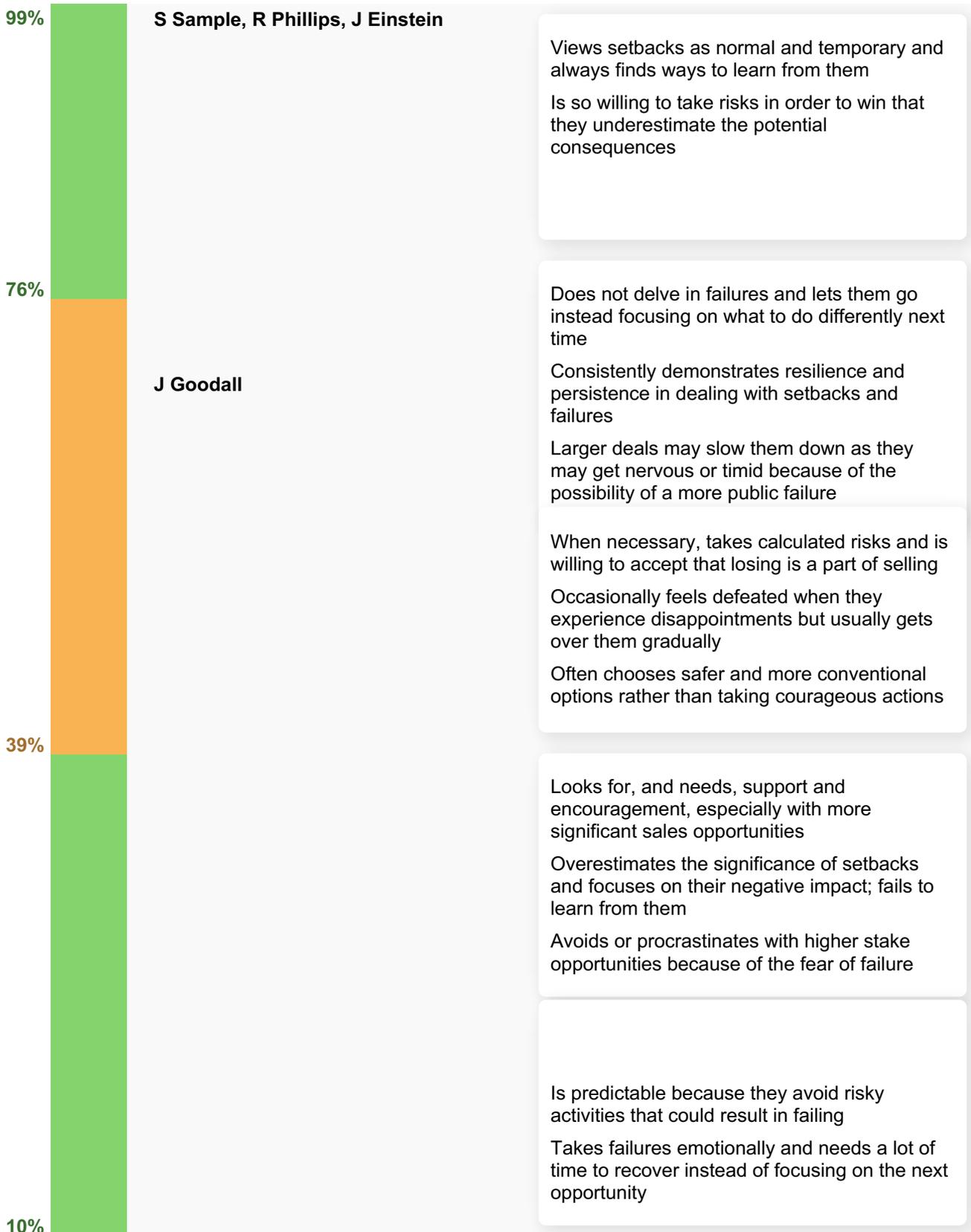
Team Competence Summary / Presenting



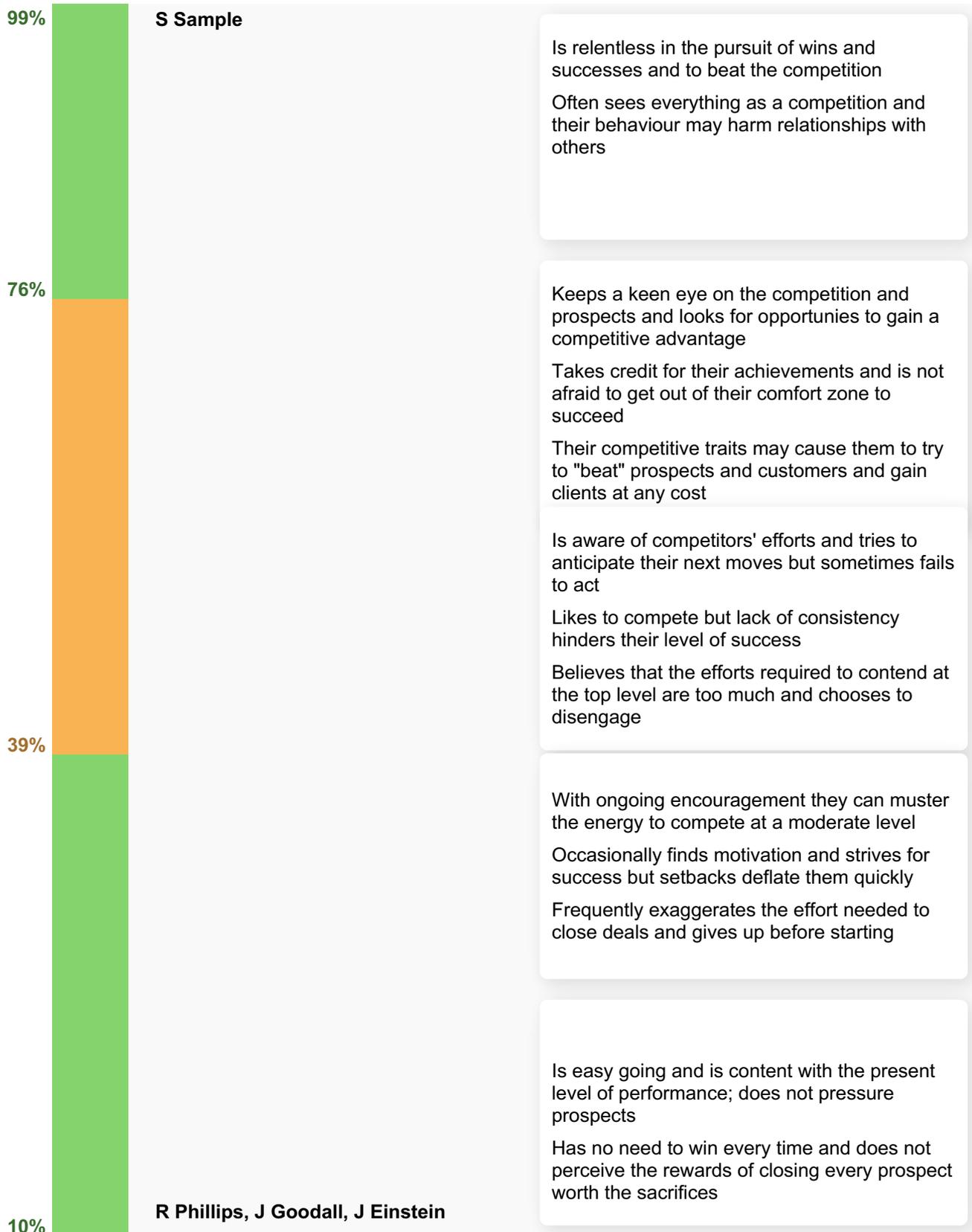
Team Competence Summary / Time Management



Team Competence Summary / Dealing with Failure



Team Competence Summary / Determined Competitiveness



Team Competence Summary / Money Concept



Team Competence Summary / Emotional Distance

