
Access Free Sales EQ How Ultra High Performers Leverage Sales Specific Emotional Intelligence To Close The Complex Deal

Eventually, you will agreed discover a new experience and expertise by spending more cash. still when? reach you receive that you require to acquire those all needs subsequently having significantly cash? Why dont you attempt to acquire something basic in the beginning? Thats something that will lead you to comprehend even more a propos the globe, experience, some places, once history, amusement, and a lot more?

It is your utterly own time to play a role reviewing habit. in the midst of guides you could enjoy now is **Sales EQ How Ultra High Performers Leverage Sales Specific Emotional Intelligence To Close The Complex Deal** below.

WCKHHL - PATEL VAUGHAN

Praise for Mastering the Complex Sale "Jeff Thull's process plays a key role in helping companies and their customers cross the chasm with disruptive innovations and succeed with game-changing initiatives." —Geoffrey A. Moore, author of Crossing the Chasm and Dealing with Darwin "This is the first book that lays out a solid method for selling cross-company, cross-border, even cross-culturally where you have multiple decision makers with multiple agendas. This is far more than a 'selling process'—it is a survival guide—a truly outstanding approach to bringing all the pieces of the puzzle together." —Ed Daniels, EVP, Shell Global Solutions Downstream, President, CRI/Criterion, Inc. "Mastering the Complex Sale brilliantly sets up value from the customer's perspective. A must-read for all those who are managing multinational business teams in a complex and highly competitive environment." —Samik Mukherjee, Vice President, Onshore Business, Technip "Customers need to know the value they will receive and how they will receive it. Thull's insights into the complex sale and how to clarify and quantify this value are remarkable—Mastering the Complex Sale will be required reading for years to come!" —Lee Tschanz, Vice President, North American Sales, Rockwell Automation "Jeff Thull is winning the war against commoditization. In his world, value trumps price and commoditization isn't a given, it's a choice. This is a proven alternative to the price-driven sale. We've spoken to his clients. This stuff really works, folks." —Dave Stein, CEO and Founder, ES Research Group, Inc. "Our business depends on delivering breakthrough thinking to our executive clients. Jeff Thull has significantly redefined sales and marketing strategies that clearly connect to our global audience. Read it, act on it, and take your results to exceptional levels." —Sven Kroneberg, President, Seminario Internacional "Jeff's main thesis—that professional customer guidance is the key to success—rings true in every global market today. Mastering the Complex Sale is the essential read for any organization looking to transform their business for long-term, value-driven growth." —Jon T. Lindekugel, President, 3M Health Information Systems, Inc. "Jeff Thull has re-engineered the conventional sales process to create predictable and profitable growth in today's competitive marketplace. It's no longer about selling; it's about guiding quality decisions and creating collaborative value. This is one of those rare books that will make a difference." —Carol Pudnos, Executive director, Healthcare Industry, Dow Corning Corporation

Even skilled salespeople buckle in tough selling situations—getting defensive with prospects who challenge them on price or too quickly caving to discount pressure. These fight-or-flight responses are something salespeople learn to avoid when building their emotional intelligence. Sales trainer and expert Colleen Stanley cites studies that show how emotional intelligence (EI) is a strong indicator of sales success—and offers tips on how you can sharpen your skills and expand your emotional toolkit. Increasing your emotional intelligence is a sure way to overcome tough selling encounters. In Emotional Intelligence for Sales Success, you'll learn: how to increase impulse control for better questioning and listening, which EI skills are related to likability and trust, how empathy leads to bigger sales conversations and more effective solutions, how emotional intelligence can improve prospecting efforts which EI skills are most common among top sales producers, and much more. Customers can get product information and price comparisons online. The true differentiator between you and a bot is your ability to deftly solve problems and build relationships. Emotional intelligence plays a vital role at every stage of the sales process. From business development to closing the deal, emotional intelligence will drive your performance—and your success.

The accompanying workbook for the DISCVOER Questions(tm) Workshop for selling professionals. The ultimate guide to relationships, influence and persuasion in 21st century business. What is most important to your success as a sales or business professional? Is it education, experience, product knowledge, job title, territory, or business dress? Is it your company's reputation, product, price, marketing collateral, delivery lead times, in stock ratios, service guarantees, management strength, or warehouse location? Is it testimonials, the latest Forbes write up, or brand awareness? Is it the investment in the latest CRM software, business 2.0 tools, or social media strategy? You could hire a fancy consulting firm, make the list longer, add some bullet points, put it into a PowerPoint presentation, and go through the whole dog and pony show. But at the end of the day there will be only one conclusion... None of the above! You see, the most important competitive edge for today's business professionals cannot be found on this list, your resume, or in any of your company's marketing brochures. If you want to know the real secret to what matters most in business, just look in the mirror. That's right, it's YOU. Do these other things matter? Of course they do, but when all things are equal (and in the competitive world we live in today, things almost always are) People Buy You. Your

ability to build lasting business relationships that allow you to close more deals, retain clients, increase your income, and advance your career to rise the top of your company or industry, depends on your skills for getting other people to like you, trust you, and BUY YOU. This break-through book pushes past the typical focus on mechanics and stale processes found in so many of today's sales and business books, and goes right to the heart of what matters most in 21st century business. Offering a straight forward, actionable formula for creating instant connections with prospects and customers, *People Buy You* will enable you to achieve a whole new level of success in your sales and business career. You'll discover: Three relationship myths that are holding you back Five levers that open the door to stronger relationships that quickly increase sales, improve retention, increase profits and advance your career The real secret to making instant emotional connections that eliminate objections and move buyers to reveal their real problems and needs How to anchor your business relationships and create loyal customers who will never leave you for a competitor How to build your personal brand to improve your professional presence and stand-out in the market place *People Buy You* is the new standard in the art of influence and persuasion. Few books have tackled the subject of interpersonal relationships in the business world in such a practical and down-to-earth manner, breaking what many perceive as a complex and frustrating process into easy, actionable steps that anyone can follow.

Build a relationship with your customers and close the sale more surely. The Socratic approach respects the power of the customer. The customer has the need, the power, and the decision-making authority. Socratic Selling shows you how to access that power, to cooperate with it, and to make it work for you. Inside you will discover how to: Open a sales dialogue dynamically, so that you and your customer go right to the heart of the matter Guide the dialogue through a discovery of needs and needed decisions Negotiate objections, and close effectively Uncover the motivators that move sales to more predictable closure

The Financial Crisis Inquiry Report, published by the U.S. Government and the Financial Crisis Inquiry Commission in early 2011, is the official government report on the United States financial collapse and the review of major financial institutions that bankrupted and failed, or would have without help from the government. The commission and the report were implemented after Congress passed an act in 2009 to review and prevent fraudulent activity. The report details, among other things, the periods before, during, and after the crisis, what led up to it, and analyses of subprime mortgage lending, credit expansion and banking policies, the collapse of companies like Fannie Mae and Freddie Mac, and the federal bailouts of Lehman and AIG. It also discusses the aftermath of the fallout and our current state. This report should be of interest to anyone concerned about the financial situation in the U.S. and around the world. THE FINANCIAL CRISIS INQUIRY COMMISSION is an independent, bipartisan, government-appointed panel of 10 people that was created to "examine the causes, domestic and global, of the current financial and economic crisis in the United States." It was established as part of the Fraud Enforcement and Recovery Act of 2009. The commission consisted of private citizens with expertise in economics and finance, banking, housing, market regulation, and consumer protection. They examined and reported on "the collapse of major financial institutions that failed or would have failed if not for exceptional assistance from the government." News Dissector DANNY SCHECHTER is a journalist, blogger and filmmaker. He has been reporting on economic crises since

the 1980's when he was with ABC News. His film *In Debt We Trust* warned of the economic meltdown in 2006. He has since written three books on the subject including *Plunder: Investigating Our Economic Calamity* (Cosimo Books, 2008), and *The Crime Of Our Time: Why Wall Street Is Not Too Big to Jail* (Disinfo Books, 2011), a companion to his latest film *Plunder The Crime Of Our Time*. He can be reached online at www.newsdissector.com.

Explains that the selling of ideas is a matter of encouraging others to share one's beliefs in a guide for salespeople that invites readers to self-assess their persuasion personality and build on natural strengths.

The proven system for rapid B2B sales growth from the coauthor of *Predictable Revenue*, the breakout bestseller hailed as a "sales bible" (Inc.) If your organization's success is driven by B2B sales, you need to be an expert prospector to successfully target, qualify, and close business opportunities. This game-changing guide provides the immediately implementable strategies you need to build a solid, sustainable pipeline — whether you're a sales or marketing executive, team leader, or sales representative. Based on the acclaimed business model that made *Predictable Revenue* a runaway bestseller, this powerful approach to B2B prospecting will help you to:

- Identify the prospects with the greatest potential
- Clearly articulate your company's competitive position
- Implement account-based sales development using ideal account profiles
- Refine your lead targeting strategy with an ideal prospect profile
- Start a conversation with people you don't know
- Land meetings through targeted campaigns
- Craft personalized e-mail and phone messaging to address each potential buyer's awareness, needs, and challenges.
- Define, manage, and optimize sales development performance metrics
- Generate predictable revenue

You'll learn how to target and track ideal prospects, optimize contact acquisition, continually improve performance, and achieve your revenue goals—quickly, efficiently, and predictably. The book includes easy-to-use charts and e-mail templates, and features full online access to sample materials, worksheets, and blueprints to add to your prospecting tool kit. Following this proven step-by-step framework, you can turn any B2B organization into a high-performance business development engine, diversify marketing lead generation channels, justify marketing ROI, sell into disruptive markets—and generate more revenue than ever. That's the power of *Predictable Prospecting*.

If you've ever felt like you suck at marketing, you're not alone. Survive and thrive in today's digital world. Let's face it, marketing today is really, really hard. From the explosion of digital advertising options to the thousands of martech tools out there on the market, it's virtually impossible to stay on top of it all. Even more challenging is the deluge of analytics available, leaving marketers swimming in data but thirsting for knowledge. But you don't have to feel like you suck at marketing. Join award-winning marketing leader Jeff Perkins as he examines how to avoid the pitfalls and survive in today's ever-changing marketing landscape. Focusing on essential skills for modern marketers, *How Not to Suck at Marketing* prepares you to:

- Create a focused marketing program that drives results
- Collaborate effectively with the key stakeholders
- Assemble a high-performing marketing team
- Define and nurture your company (and personal) brand
- Build a focused career and find the right job for you

Digital tools allow us to track immediate results, but marketing has always been about the long game. Tackle your marketing strategy and build a focused career with this practical guide. A book to help companies find customers and create repeatable sales by developing effective inside

sales organizations and development strategies.

The USA Today bestseller by the star sales speaker and author of The Sales Blog that reveals how all salespeople can attain huge sales success through strategies backed by extensive research and experience. Anthony Iannarino never set out to become a salesman, let alone a sales manager, speaker, coach, or writer of the most prominent blog about the art and science of great selling. He fell into his profession by accident, as a day job while pursuing rock-and-roll stardom. Once he realized he'd never become the next Mick Jagger, Iannarino turned his focus to a question that's been debated for at least a century: Why are a small number of salespeople in any field hugely successful, while the rest get mediocre results at best? The answer is simple: it's not about the market, the product, or the competition—it's all about the seller. And consequently, any salesperson can sell more and better, all the time. Over twenty-five years, Iannarino has boiled down everything he's learned and tested into one convenient book that explains what all successful sellers, regardless of industry or organization, share: a mind-set of powerful beliefs and a skill-set of key actions, including... ·Self-discipline: How to keep your commitments to yourself and others. ·Accountability: How to own the outcomes you sell. ·Competitiveness: How to embrace competition rather than let it intimidate you. ·Resourcefulness: How to blend your imagination, experience, and knowledge into unique solutions. ·Storytelling: How to create deeper relationships by presenting a story in which the client is the hero and you're their guide. ·Diagnosing: How to look below the surface to figure out someone else's real challenges and needs. Once you learn Iannarino's core strategies, picking up the specific tactics for your product and customers will be that much easier. Whether you sell to big companies, small companies, or individual consumers, this is the book you'll turn to again and again for proven wisdom, strategies, and tips that really work.

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

This book will change the way you think about persuasion, and have you closing deals in no time. These days, it's just not enough to make a great pitch. Over decades of being marketed, pitched, sold (and lied) to, we've grown resistant to sales persuasion. The moment we feel pressured to buy, we pull away. And if we're told what to think, our defences go up. That's why Oren Klaff, bestselling author of Pitch Anything, has devised a new approach to persuasion based on a simple insight: everyone trusts their own ideas. Instead of pushing your idea on your buyer, guide them to discover it on their own and they will get excited about it. They'll buy in and feel good about the chance to work with you. In Flip the Script, Klaff breaks down this insight into a series of actionable steps. You will learn how to: *Achieve Status Alignment: Use a status tip-off, a strategically placed remark that identifies you as an insider who can relate to your client's concerns. *Close the Certainty Gap: Allay your buyer's fears about going into business with you by delivering a flash roll, proving your expertise in the domain. *Present Your Idea as Plain Vanilla: Don't overhype your product as a first-of-its-kind solution. The more you emphasise the familiar, reliable elements of your product, the easier you make it for your buyer to say yes. Packed with examples of the long-shot, often hilarious deals that Klaff has pulled off over the years, Flip the Script is the most entertaining, informative masterclass in deal-making you'll find anywhere. It will transform your approach to pitching, leaving you fully prepared to raise money, seal deals and keep your cool in the toughest business situations.

Search engines and social media have changed how prospecting pipelines for salespeople are built today, but the vitality of the pipeline itself has not. The key to success for every salesperson is his pipeline of prospects. In High-Profit Prospecting, sales expert Mark Hunter shatters costly prospecting myths and eliminates confusion about what works today. Merging new strategies with proven practices that unfortunately many have given up (much to their demise), this must-have resource for salespeople in every industry will help you: Find better leads and qualify them quickly Trade cold calling for informed calling Tailor your timing and message Leave a great voicemail and craft a compelling email Use social media effectively Leverage referrals Get past gatekeepers and open new doors Top producers are still prospecting. However, buyers have evolved, therefore your prospecting needs to as well. For the salesperson, prospecting is still king. Take back control of your pipeline for success!

Discover the secrets to influencing the performance of the people you lead Managers don't get paid for what they do but rather for the performance of their people; therefore, a manager's most important job is coaching behaviors in order to improve performance. In People Follow You managers will learn five easily understood and implemented levers critical to influencing the performance of the people they lead. Ultimately, people follow people that they like, trust, and believe in. Understand how to build stronger relationships with direct and indirect reports that lead to loyalty, higher productivity, and long-term development. Relevant to middle and high level managers, People Follow You provides a foundation for managing people. Practical lessons help managers employ winning interpersonal skills to move others to take action. Learn how to leverage the basics of interpersonal relationships to inspire others to take action Get a simple and actionable formula for connecting with em-

ployees and indirect reports and gaining their buy-in through the use of personal power vs. the power of authority Discover the fundamental on-the-job coaching skills that deliver instant performance improvement Author Jeb Blount is the most downloaded sales expert in iTunes history; his Sales Gravy and Sales Guy audio programs have been downloaded more than 3 million times When all else is stripped away, people don't work for companies, paychecks, perks, or slogans, people work for you. Become a manager people will follow, and lead your team to greater achievements and measurable gains.

Get More Face Time and Higher Close Rates--the SMART Way Smart Prospecting That Works Every Time! introduces a proven sales method that balances social media marketing strategies, online applications, and traditional appointment-setting techniques to help you connect with more clients and close more sales than ever. "Krause is an uncommon salesperson and author who can turn his common sense into your common dollars." -- Jeffrey Gitomer, author of The Little Red Book of Selling "By implementing Mike's strategies, you will reap the benefits of making stronger connections with your ideal clients. Read it, use it, and succeed!" -- Tom Hopkins, author of How to Master the Art of Selling "Smart Prospecting cuts through the clutter and gets to the heart of making cold calls successfully." -- Jill Konrath, author of SNAP Selling and Selling to Big Companies "This is not just a must-read, it is must-do book for everyone in sales." -- Stephan Schiffman, author of Cold Calling Techniques (That Really Work!)

Master negotiator Roger Dawson turns his attention to the person on the other side of the desk--the salesperson who's trying to close a deal with the most favorable terms. The goal of most negotiations is to create a win-win situation. Imagine if you could win every negotiation and leave the other person feeling like he or she has won too? This book teaches you how to be the power sales negotiator who can do exactly that. You will always come away from the negotiating table knowing that you have won and that you have improved your relationship with your buyer. Roger Dawson gives salespeople an arsenal of tools that can be implemented easily and immediately. In addition, he shows salespeople how to: Master the nine elements of power that control negotiating situations Ask for more than you expect to get Negotiate with individuals from other cultures Analyze personality styles and adapt to them Master the 24 power closes Power Negotiating for Salespeople is not a dull, dry treatise full theory. Nor is it a handbook of tricks and scams meant to manipulate others. It is the most complete book ever written specifically for salespeople about the process of negotiation and will enable any salesperson to take a quantum leap in sales. Praise for Dawson's Books: "I can't believe it! Here's a book that is packed with wisdom that will help anyone improve their life and yet it is easy and fun to read! Amazing!" --Og Mandino, author of The Greatest Salesman in the World "A fast, entertaining read that should be required reading for anyone who deals with people. Highly recommended." --Ken Blanchard, coauthor of The One Minute Manager "Roger Dawson's great book will help you create and expand one of the most critical skills to life-long success." --Anthony Robbins, author of Unlimited Power and Awaken the Giant Within

Award-winning sales coach Jeff Shore shows sales professionals how to apply buyer psychology to personalize follow-ups, serve customers—and seal the deal faster. What does a sales professional do when the customer says, “Not yet”? Companies have invested thousands and even millions of dollars in CRM technology over the past decade, but frontline salespeople and sales executives alike

are still groping for solutions. The problem of drift—a common phenomenon in which a prospect simply forgets about the product offering and goes dark—is persistent and rampant. Technology doesn't change behavior on its own. Behavior is changed by adopting better habits. The fact is 44 percent of salespeople give up after one follow-up attempt. That sad reality presents a genuine opportunity. In Follow Up and Close the Sale, Jeff Shore offers research-based insights into the customer's buying journey to teach sales professionals how to: • Create and maintain Emotional Altitude for the customer • Leverage speed as an advantage • Personalize follow-up to fulfill customer needs and provide value • Overcome the mental barriers that make follow-up a difficult task • Select the right follow-up method • Stay in touch without annoying the prospect • “Wake up” tired leads Better yet, this results-oriented book will make the follow-up process, one often dreaded as a grueling chore, to be genuinely enjoyable. Effective follow-up is relationship-based, service-driven, and emotionally positive. It's about rituals and routines, rhythms and the right attitude. It's about not quitting when others give up. Follow-up is what separates the good from the great.

Dewasa ini, agar Anda mampu membedakan diri dan merebut perhatian calon klien, Anda harus menjadi ahli dalam emosi, keterampilan hubungan interpersonal, memengaruhi pola pikir, dan tentunya hubungan manusiawi. Transformasi Anda untuk menjadi ultra-high performer dimulai di sini, di Sales EQ. Spesialis percepatan penjualan Jeb Blount, yang namanya tercatat dalam World's Top 30 Social Selling Influencers majalah Forbes, memberikan penjelasan yang tepat sasaran menggunakan contoh diskusi percakapan yang sudah diakui keampuhannya dalam menyelesaikan penjualan yang pelik. Dia mencontohkan secara nyata topik-topik permasalahan penjualan dengan kisah-kisah pribadi, tentang apa yang pernah ia pelajari, teknik-teknik dan usaha penjualan yang pernah ia lakukan, lengkap dengan dialog kata-demi-kata yang akan mempersiapkan Anda menghadapi dunia nyata. Tak ada alasan untuk tidak membeli paket pelatihan lengkap ini, sebab pada akhirnya Anda akan mendapat: □ Menilai, memahami, dan meningkatkan Sales EQ Anda □ Meraih kuasa penuh terhadap percakapan penjualan dengan membalikkan skenario pembeli □ Mendorong pembeli ke wilayah Anda, mengarahkan perhatian mereka, dan mempertahankan fokus mereka dengan mengubah ekspektasi mereka □ Menghapus resistensi, konflik, dan penolakan pembeli dengan memengaruhi pola pikir mereka □ Mengunci mikro-komitmen dan melakukan persetujuan selanjutnya untuk menjaga persetujuan agar tidak gagal Dalam Sales EQ, Anda akan mendapat kunci untuk membuka pintu rahasia yang mengoyak pendirian para pembeli irasional dan membuat mereka keluar dari zona nyaman, membuat mereka tak punya pilihan lain selain berkata “Ya”.

The New Psychology of Selling The sales profession is in the midst of a perfect storm. Buyers have more power—more information, more at stake, and more control over the sales process—than any time in history. Technology is bringing disruptive change at an ever-increasing pace, creating fear and uncertainty that leaves buyers clinging to the status quo. Deteriorating attention spans have made it difficult to get buyers to sit still long enough to “challenge,” “teach,” “help,” give “insight,” or sell “value.” And a relentless onslaught of “me-too” competitors have made differentiating on the attributes of products, services, or even price more difficult than ever. Legions of salespeople and their leaders are coming face to face with a cold hard truth: what once gave salespeople a competitive edge—controlling the sales process, command of product knowledge, an arsenal of technology, and a great pitch—are no longer guarantees of success. Yet this is where the vast majority of the

roughly \$20 billion spent each year on sales training goes. It's no wonder many companies are seeing 50 percent or more of their salespeople miss quota. Yet, in this new paradigm, an elite group of top 1 percent sales professionals are crushing it. In our age of technology where information is ubiquitous and buyer attention spans are fleeting, these superstars have learned how to leverage a new psychology of selling—Sales EQ—to keep prospects engaged, create true competitive differentiation, as well as shape and influence buying decisions. These top earners are acutely aware that the experience of buying from them is far more important than products, prices, features, and solutions. In Sales EQ, Jeb Blount takes you on an unprecedented journey into the behaviors, techniques, and secrets of the highest earning salespeople in every industry and field. You'll learn: How to answer the 5 Most Important Questions in Sales to make it virtually impossible for prospects to say no How to master 7 People Principles that will give you the power to influence anyone to do almost anything How to shape and align the 3 Processes of Sales to lock out competitors and shorten the sales cycle How to Flip the Buyer Script to gain complete control of the sales conversation How to Disrupt Expectations to pull buyers towards you, direct their attention, and keep them engaged How to leverage Non-Complementary Behavior to eliminate resistance, conflict, and objections How to employ the Bridge Technique to gain the micro-commitments and next steps you need to keep your deals from stalling How to tame Irrational Buyers, shake them out of their comfort zone, and shape the decision-making process How to measure and increase you own Sales EQ using the 15 Sales Specific Emotional Intelligence Markers And so much more! Sales EQ begins where The Challenger Sale, Strategic Selling, and Spin Selling leave off. It addresses the human relationship gap in the modern sales process at a time when sales organizations are failing because many salespeople have never been taught the human skills required to effectively engage buyers at the emotional level. Jeb Blount makes a compelling case that sales specific emotional intelligence (Sales EQ) is more essential to success than education, experience, industry awareness, product knowledge, skills, or raw IQ; and, sales professionals who invest in developing and improving Sales EQ gain a decisive competitive advantage in the hyper-competitive global marketplace. Sales EQ arms salespeople and sales leaders with the tools to identify their most important sales specific emotional intelligence developmental needs along with strategies, techniques, and frameworks for reaching ultra-high performance and earnings, regardless of sales process, industry, deal complexity, role (inside or outside), product or service (B2B or B2C).

Sales have changed in the last 30 years. Gone are the days of manipulative and pushy salespeople who rely on charm to get sales. Selling From The Heart is the new economy where relationships matter and old-school techniques just don't work anymore. Relationships are what will fuel your sales funnel and allow you to reach your sales goals. Social media is a great place to develop those relationships that lead to sales and Larry teaches you how to do in a natural way. Let Larry Levine show you how not to only be yourself, but your best self and succeed! In this powerful book, Larry Levine challenges modern myths about how to approach buyers and close the sale. He deftly shows you how, in a world suffering from information overload and technology fatigue, sales professionals who demonstrate authenticity and empathy gain an unbeatable competitive edge. Jeb Blount, CEO Sales-Gravy.com and Author of Sales EQ Too many of us (salespeople) look outward for success and in the most brilliant, down to earth way, Selling From The Heart reminds us that our success starts within,

not out. In a world of copycats, Larry Levine, with a softness of a benevolent mentor and the disarming approach of Fred Rogers, stresses that we can't win as a copy, but only as an original. "Be YOU!" The best message the sales world has received in a long time. Keenan, CEO of A Sales Guy Selling from the Heart is not really a book about sales. It's a book about YOU. This is the ultimate playbook for showing up as yourself, so you can increase your sales. Deb Calvert, author of DISCOVER Questions® and co-author of Stop Selling & Start Leading Real sales, real world, real life. Larry Levine shares what it takes to be an authentically successful salesperson. Selling From The Heart will have you probing your own heart, and when you read and apply the lessons from the book, you'll find yourself seeing authentically. Mark Hunter, CSP, "The Sales Hunter" author of High-Profit Prospecting and High-Profit Selling Selling From The Heart is powerful, refreshing, and...authentic! Larry Levine and this new book are a breath of much-needed fresh air. He's the most honest social selling expert in the business, and this book is exactly what sellers need today. Larry shares wisdom from his years of successful experience, with both blunt truth and effective advice. You will love his writing style, stories, and most of all, the increased sales from implementing his advice! Mike Weinberg, author of New Sales Simplified, and Sales Management Simplified. In sales, the heart always comes before the head. What I love and admire most about Larry Levine is that he sees the potential in all of us and compels us to act with heart and authenticity. In Selling From The Heart, Larry draws upon the wisdom that is both timeless and relevant. Read it and increase your sales, but more importantly, connect with yourself and live a more meaningful life. Shari Levitin, Founder, and CEO of Levitin Group and author of Heart and Sell-10 Universal Truths Every Salesperson Needs to Know, Here in a short, compact and concise format is the basics of how to persuade more people more effectively, more ethically, and more often. Ziglar draws from his fundamental selling experiences and shows that while the fundamentals of selling may remain constant, sales people must continue learning, living, and looking: learning from the past without living there; living in the present by seizing each vital moment of every single day; and looking to the future with hope, optimism, and education. His tips will not only keep your clients happy and add to your income, but will also teach you ideas and principles that will, most importantly, add to the quality of your life. Content drawn from Ziglar on Selling.

What you experience is what you remember. The more emotional the experience, the deeper it is branded into your memory. Experience has a massive impact on buying decisions. Every touch point, every time you or someone in your company engages a customer, it creates an experience - something they remember. When they have a negative experience, they tend to vote with their feet (and their wallets) and head straight to your competitors. When customers have positive emotional experiences, it anchors them to your brand, your product or service, and ultimately to you. In the twenty-first century, competitive advantages derived from unique products or services are short-lived because competitors are able to quickly and easily duplicate or match your offering. Likewise a focus on customer satisfaction and loyalty will no longer give you the competitive edge. Delivering a legendary customer experience has emerged as the single most important competitive advantage for companies across all industries. In People Love You you'll learn the real secrets of customer experience including: 7 Essential Principles of Customer Engagement 5 Levers for Creating a Legendary Customer Experience The Secret to Bridging the Experience Gap How to Leverage the Pull Strategy

to become a Trusted Advisor 2 Most Important Rules for Dealing with Pissed-off Customers In a hypercompetitive, global marketplace protecting your company's customer base, the lifeblood of your business, must become your number one priority. The rubber hits the road with account managers, project managers, sales professionals, and customer service professionals—the people most connected to customers—who are on the frontlines of customer experience. They build unique and enduring emotional connections with customers that creating long-term revenue and profit streams. In *People Love You*, human relationship guru, Jeb Blount, gives you a powerful playbook for interacting with customers in a way that creates deep, enduring, visceral connections that withstand relentless economic and competitive assaults.

Sales expert Jill Konrath offers powerful strategies for sales proficiency in ever-changing situations. When sales people are promoted, change jobs, or face new business environments, they inevitably need to learn new skills quickly. This rapid change is often overwhelming, and sellers face an intense pressure from their bosses to deliver immediate results. Their livelihoods are totally dependent on their ability to get up to speed quickly. Sales guru Jill Konrath offers both new and experienced salespeople a plan for rapidly absorbing new information and mastering new skills by becoming agile sellers. Readers will learn the mindsets, learning strategies and habits that they can use in crazy-busy times to start strong and stay nimble. From time management tools to personal motivation, creativity, and gamification strategies, Konrath teaches sellers how to get more done in less time, regardless of the environment. To succeed in today's sales world, having go-to systems for rapid information and skill acquisition isn't only useful, but absolutely required. Konrath focuses on the meta-skills that will get sellers to high levels of sales and proficiency - and ultimately mastery - much faster than their usual methods. Readers who loved the no-nonsense advice in *SNAP Selling* and *Selling to Big Companies* will find *Agile Selling* equally valuable.

Military Recruiting is a war. It's just a different kind of war than what you were prepared and trained to fight for. Recruiting is a war for talent. Smart, competent, and capable people are rare and in high demand. Every organization, from commercial enterprises, healthcare, non-profit, sports, and education, to the military is in an outright battle to recruit and retain these bright and talented people. Rather than bullets and bombs, the war for talent is won through high-impact prospecting activity, time discipline, intellectual agility, emotional intelligence, and human to human relationships. On this highly competitive, ever changing, asymmetrical battlefield, to win, you must operate at a level of excellence beyond anything asked of military recruiters before. Yet, in this new paradigm, many recruiters are struggling, and most recruiting units are staring down the barrel at 50 percent or more of their recruiters consistently missing Mission. It is imperative that we arm military recruiters with the skills they need to win in this challenging environment. The failure to make Mission is an existential threat to the strength and readiness of America's fighting forces and our democracy. *Fanatical Military Recruiting* begins where the Recruiting and Retention colleges of the various branches of the military leave off. It is an advanced, master's level training resource designed specifically for the unique demands of Military Recruiting. In *FMR*, you'll learn: The Single Most Important Discipline in Military Recruiting How to Get Out of a Recruiting Slump The 30-Day Rule and Law of Replacement Powerful Time and Territory Management Strategies that Put You in Control of Your Day The 7 Step Telephone Prospecting Framework The 4 Step Email and Direct Messaging Framework The 5 C's of

Social Recruiting The 7 Step Text Message Prospecting Framework How to Leverage a Balanced Prospecting Methodology to Keep the Funnel Full of Qualified Applicants Powerful Human Influence Frameworks that Reduce Resistance and Objections The 3 Step Prospecting Objection Turn-Around Framework Mission Drive and the 5 Disciplines of Ultra-High Performing Military Recruiters In his signature right-to-the-point style that has made him the go-to trainer to a who's who of the world's most prestigious organizations, Jeb Blount pulls no punches. He slaps you in the face with the cold, hard truth about what's really holding you back. Then, he pulls you in with stories, examples, and lessons that teach you exactly what you need to do right now to become an ultra-high performing recruiter. *Fanatical Military Recruiting* is filled with the high-powered strategies, techniques, and tools you need to keep your funnel packed with qualified applicants. As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence. And, with this newfound confidence, your performance as a military recruiter will soar and you will *Make Mission, Fast*. *Chemical Engineering Design, Second Edition*, deals with the application of chemical engineering principles to the design of chemical processes and equipment. Revised throughout, this edition has been specifically developed for the U.S. market. It provides the latest US codes and standards, including API, ASME and ISA design codes and ANSI standards. It contains new discussions of conceptual plant design, flowsheet development, and revamp design; extended coverage of capital cost estimation, process costing, and economics; and new chapters on equipment selection, reactor design, and solids handling processes. A rigorous pedagogy assists learning, with detailed worked examples, end of chapter exercises, plus supporting data, and Excel spreadsheet calculations, plus over 150 Patent References for downloading from the companion website. Extensive instructor resources, including 1170 lecture slides and a fully worked solutions manual are available to adopting instructors. This text is designed for chemical and biochemical engineering students (senior undergraduate year, plus appropriate for capstone design courses where taken, plus graduates) and lecturers/tutors, and professionals in industry (chemical process, biochemical, pharmaceutical, petrochemical sectors). New to this edition: Revised organization into Part I: Process Design, and Part II: Plant Design. The broad themes of Part I are flowsheet development, economic analysis, safety and environmental impact and optimization. Part II contains chapters on equipment design and selection that can be used as supplements to a lecture course or as essential references for students or practicing engineers working on design projects. New discussion of conceptual plant design, flowsheet development and revamp design Significantly increased coverage of capital cost estimation, process costing and economics New chapters on equipment selection, reactor design and solids handling processes New sections on fermentation, adsorption, membrane separations, ion exchange and chromatography Increased coverage of batch processing, food, pharmaceutical and biological processes All equipment chapters in Part II revised and updated with current information Updated throughout for latest US codes and standards, including API, ASME and ISA design codes and ANSI standards Additional worked examples and homework problems The most complete and up to date coverage of equipment selection 108 realistic commercial design projects from diverse industries A rigorous pedagogy assists learning, with detailed worked examples, end of chapter exercises, plus supporting data and Excel spreadsheet calculations plus over 150 Patent References, for downloading from the companion website Extensive instructor resources: 1170 lecture slides plus fully worked solutions manu-

al available to adopting instructors

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.

"There are few professions as competitive and cutthroat as sales. Faced with daily rejections and the pressure of impending quotas, successful salespeople are those who have the proper strength, grit, and knowledgeable strategies to rise above the competition."--

And just like that, everything changed . . . A global pandemic. Panic. Social distancing. Working from home. In a heartbeat, we went from happy hours to virtual happy hours. From conferences to virtual

conferences. From selling to virtual selling. To remain competitive, sales and business professionals were required to shift the way they engaged prospects and customers. Overnight, virtual selling became the new normal. Now, it is here to stay. Virtual selling can be challenging. It's more difficult to make human to human connections. It's natural to feel intimidated by technology and digital tools. Few of us haven't felt the wave of insecurity the instant a video camera is pointed in our direction. Yet, virtual selling is powerful because it allows you to engage more prospects and customers, in less time, at a lower cost, while reducing the sales cycle. *Virtual Selling* is the definitive guide to leveraging video-based technology and virtual communication channels to engage prospects, advance pipeline opportunities, and seal the deal. You'll learn a complete system for blending video, phone, text, live chat, social media, and direct messaging into your sales process to increase productivity and reduce sales cycles. Jeb Blount, one of the most celebrated sales trainers of our generation, teaches you: How to leverage human psychology to gain more influence on video calls The seven technical elements of impactful video sales calls The five human elements of highly effective video sales calls How to overcome your fear of the camera and always be video ready How to deliver engaging and impactful virtual demos and presentations Powerful video messaging strategies for engaging hard to reach stakeholders The Four-Step Video Prospecting Framework The Five-Step Telephone Prospecting Framework The LDA Method for handling telephone prospecting objections Advanced email prospecting strategies and frameworks How to leverage text messaging for prospecting and down pipeline communication The law of familiarity and how it takes the friction out of virtual selling The 5C's of Social Selling Why it is imperative to become proficient with reactive and proactive chat Strategies for direct messaging - the "Swiss Army Knife" of virtual selling How to leverage a blended virtual/physical selling approach to close deals faster As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to effectively engage prospects and customers through virtual communication channels. And, with this newfound confidence, your success and income will soar. Following in the footsteps of his blockbuster bestsellers *People Buy You*, *Fanatical Prospecting*, *Sales EQ*, *Objections*, and *Inked*, Jeb Blount's *Virtual Selling* puts the same strategies employed by his clients—a who's who of the world's most prestigious organizations—right into your hands.

People don't buy from people they like. No! Your buyer doesn't care about you or your product or service. It's not your job to overcome objections, it's your buyer's. Closing isn't a skill of good salespeople; it's the skill of weak salespeople. Price isn't the main reason salespeople lose the sale. *Gap Selling* shreds traditional and closely held sales beliefs that have been hurting salespeople for decades. For years, salespeople have embraced a myriad of sales tactics and belief systems that have unknowingly created many of the issues they have been trying to avoid such as: long sales cycles, price objections, no decision, prospects going dark, last minute feature requests, and more. Success at sales requires more than a set of tactics. Salespeople need to understand the game of sales, how sales works, and what the buyer is going through in order to make the decision to buy (change) or not to buy (not change). *Gap Selling* is a game-changing book designed to raise the sales IQ of selling organizations around the world. In his unapologetic and irreverent style, Keenan breaks down the tired old sales myths causing today's frustrating sales issues, to highlight a deceptively powerful new way to connect with buyers. Today's sales world is littered with glorified order takers, beholden

to a frustrated buyer, unable to influence the sale and create value. Gap Selling flips the script and creates salespeople with immense influence at every stage of the buying process, capable of impacting the sales metrics that matter: Shorter Sales Cycles Increased Revenue Elevated Deal Values Higher Win Rates Fewer No Decisions More Leads And Happier Buyers Gap Selling elevates the sales world's selling IQ and turns sales order takers into sales influencers.

“Always be closing!” —Glengarry Glen Ross, 1992 “Never Be Closing!” —a sales book title, 2014 “?????” —salespeople everywhere, 2017 For decades, sales managers, coaches, and authors talked about closing as the most essential, most difficult phase of selling. They invented pushy tricks for the final ask, from the “take delivery” close to the “now or never” close. But these tactics often alienated customers, leading to fads for the “soft” close or even abandoning the idea of closing altogether. It sounded great in theory, but the results were often mixed or poor. That left a generation of salespeople wondering how they should think about closing, and what strategies would lead to the best possible outcomes. Anthony Iannarino has a different approach geared to the new technological and social realities of our time. In *The Lost Art of Closing*, he proves that the final commitment can actually be one of the easiest parts of the sales process—if you’ve set it up properly with other commitments that have to happen long before the close. The key is to lead customers through a series of necessary steps designed to prevent a purchase stall. Iannarino addressed this in a chapter of *The Only Sales Guide You’ll Ever Need*—which he thought would be his only book about selling. But he discovered so much hunger for guidance about closing that he’s back with a new book full of proven tactics and useful examples. *The Lost Art of Closing* will help you win customer commitment at ten essential points along the purchase journey. For instance, you’ll discover how to:

- Compete on value, not price, by securing a Commitment to Invest early in the process.
- Ask for a Commitment to Build Consensus within the client’s organization, ensuring that your solution has early buy-in from all stakeholders.
- Prevent the possibility of the sale falling through at the last minute by proactively securing a Commitment to Resolve Concerns.

The Lost Art of Closing will forever change the way you think about closing, and your clients will appreciate your ability to help them achieve real change and real results.

What differentiates Elite high income sales people who earn six figures every year vs those that don't? It is HOW they built their career. The pillars of an Elite sales career is THE career blueprint of HOW one builds a six figure career in technology sales. In this book you will learn: The 5 Pillars of an Elite sales career How to build the pillars into your own sales career Supporting behaviours that are required to establish them 17 real-life Elite sales people's career stories Revelations of the sales career, that are pivotal for success A healthy dose of motivation The author of this book, Benjamin Riall, discovered the pillars after interviewing 50 Elite sales people across the world to validate his hypothesis of how one builds an Elite sales career. All 50 validated the hypothesis which set the author on a quest to teach 100,000 sales people the pillars which can financially transform their lives. Whether you have started a graduate sales job, have been in sales for many years or moving into sales from another career, the pillars are for you. This book is for those that dare to dream big, are prepared to push themselves and desire to tap into their full potential. Are you ready to join the Elite?

The best way to get ahead in sales is by developing the critical soft skills that will enable you not

just survive but thrive. Chronic complainers, no accountability finger-pointers, or learning-resistant laggards—these culture-killers costs sales organizations more in productivity than being weak in the so-called hard skills of selling. Sales leadership expert Colleen Stanley shows how emotional intelligence and the development of these critical soft skills improve sales leadership effectiveness and outperforms doubling down on more sales technology tools and fads. In *Emotional Intelligence for Sales Leadership*, Colleen provides sales secrets that: Shows sales leaders why ‘real world’ empathy and emotion management are the key to building strong relationships with their sales team. Offers simple steps on how sales leaders create sales cultures that embrace feedback and change through the development of critical emotional intelligence skills. Provides guidance on how to identify key emotional intelligence skills needed in your hiring process to build resilient sales teams. Walks readers through the process of training sales teams on soft skills that ensure the consistent execution of the right selling behaviors. The missing link is in hiring for and developing emotional intelligence skills in sellers and sales leaders. *Emotional Intelligence for Sales Leadership* will connect with anyone charged with growing sales in business-to-business or business-to-consumer sales.

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 Ditch the failed sales tactics, fill your pipeline, and crush your number Fanatical Prospecting gives salespeople, sales leaders, entrepreneurs, and executives a practical, eye-opening guide that clearly explains the why and how behind the most important activity in sales and business development—prospecting. The brutal fact is the number one reason for failure in sales is an empty pipe and the root cause of an empty pipeline is the failure to consistently prospect. By ignoring the muscle of prospecting, many otherwise competent salespeople and sales organizations consistently underperform. Step by step, Jeb Blount outlines his innovative approach to prospecting that works for real people, in the real world, with real prospects. Learn how to keep the pipeline full of qualified opportunities and avoid debilitating sales slumps by leveraging a balanced prospecting methodology across multiple prospecting channels. This book reveals the secrets, techniques, and tips of top earners. You’ll learn: Why the 30-Day Rule is critical for keeping the pipeline full Why understanding the Law of Replacement is the key to avoiding sales slumps How to leverage the Law of Familiarity to reduce prospecting friction and avoid rejection The 5 C’s of Social Selling and how to use them to get

prospects to call you How to use the simple 5 Step Telephone Framework to get more appointments fast How to double call backs with a powerful voice mail technique How to leverage the powerful 4 Step Email Prospecting Framework to create emails that compel prospects to respond How to get text working for you with the 7 Step Text Message Prospecting Framework And there is so much more! Fanatical Prospecting is filled with the high-powered strategies, techniques, and tools you need to fill your pipeline with high quality opportunities. In the most comprehensive book ever written about sales prospecting, Jeb Blount reveals the real secret to improving sales productivity and growing your income fast. You'll gain the power to blow through resistance and objections, gain more appointments, start more sales conversations, and close more sales. Break free from the fear and frustration that is holding you and your team back from effective and consistent prospecting. It's time to get off the feast or famine sales roller-coaster for good!

This book presents all the publicly available questions from the PISA surveys. Some of these questions were used in the PISA 2000, 2003 and 2006 surveys and others were used in developing and trying out the assessment.

There are few one-size-fits-all solutions in sales. Context matters. Complex sales are different from one-call closes. B2B is different than B2C. Prospects, territories, products, industries, companies, and sales processes are all different. There is little black and white in the sales profession. Except for objections. There is democracy in objections. Every salesperson must endure many NOs in order to get to YES. Objections don't care or consider: Who you are What you sell How you sell If you are new to sales or a veteran If your sales cycle is long or short - complex or transactional For as long as salespeople have been asking buyers to make commitments, buyers have been throwing out objections. And, for as long as buyers have been saying no, salespeople have yearned for the secrets to

getting past those NOs. Following in the footsteps of his blockbuster bestsellers Fanatical Prospecting and Sales EQ, Jeb Blount's Objections is a comprehensive and contemporary guide that engages your heart and mind. In his signature right-to-the-point style, Jeb pulls no punches and slaps you in the face with the cold, hard truth about what's really holding you back from closing sales and reaching your income goals. Then he pulls you in with examples, stories, and lessons that teach powerful human-influence frameworks for getting past NO - even with the most challenging objections. What you won't find, though, is old school techniques straight out of the last century. No bait and switch schemes, no sycophantic tie-downs, no cheesy scripts, and none of the contrived closing techniques that leave you feeling like a phony, destroy relationships, and only serve to increase your buyers' resistance. Instead, you'll learn a new psychology for turning-around objections and proven techniques that work with today's more informed, in control, and skeptical buyers. Inside the pages of Objections, you'll gain deep insight into: How to get past the natural human fear of NO and become rejection proof The science of resistance and why buyers throw out objections Human influence frameworks that turn you into a master persuader The key to avoiding embarrassing red herrings that derail sales calls How to leverage the "Magical Quarter of a Second" to instantly gain control of your emotions when you get hit with difficult objections Proven objection turn-around frameworks that give you confidence and control in virtually every sales situation How to easily skip past reflex responses on cold calls and when prospecting How to move past brush-offs to get to the next step, increase pipeline velocity, and shorten the sales cycle The 5 Step Process for Turning Around Buying Commitment Objections and closing the sale Rapid Negotiation techniques that deliver better terms and higher prices As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to face and effectively handle objections in any selling situation. And, with this new-found confidence, your success and income will soar.