

## **Bant Solution Selling**

Sales Management Essentials  
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Marketing Strategies for the Complex Sale  
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Mastering the World of Selling  
Zero-Time Selling  
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Start with why  
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## **Sales Management Essentials**

### **Consultative Selling**

In today's fast-paced information-driven economy, customers want to make informed buying decision about new products in the least time possible. Your customers will acquire approximately 70% of the information they need to make an informed buying decision about your product or service from the Internet before they ever contact your company. Thus, when the customer finally contacts you, it means that their need for information is time-sensitive and urgent. The sales team that is the first to respond with the complete answers to the customer's questions dramatically improves their chances to win the order. Zero-Time Selling shows you, the CEO, business owner, sales manager and sales professional, in 10 simple steps, how to always be first.

### **eMarketing Strategies for the Complex Sale**

An updated version of the must-have book for SaaS sales teams, which The SaaS Sales Method defines to include Marketing, Sales, and Customer Success. Because of their very nature, SaaS companies live and die on revenue growth. And once the service is ready there is a very small window in which to scale. Missing that window is the difference between massive success and mediocrity. With such high stakes, it is crucial to get a sales team and process in place that will scale. Yet most early stage companies build their sales teams by the seat of their pants. This book distills the authors' years of building high performance SaaS teams into a set of highly detailed instructions that will allow sales leaders to design, implement and execute all around sales plans. Blueprints for a SaaS Sales Organization provides detailed guidance for SaaS sales leaders on how to build an sales organization that works together across the entire customer relationship. It builds on the concepts in The SaaS Sales Method and provides detailed information on how to structure teams so that they apply fundamental sales skills during Moments That Matter.

## **ALWAYS BE QUALIFYING**

A playbook that empowers sales managers to think like CEOs and act like entrepreneurs At Salesforce.com, Elay Cohen created and executed the sales productivity programs that accelerated the company's growth to a \$3 billion-plus enterprise. The innovation delivered over these years by Elay and his team resulted in unprecedented sales productivity excellence. Based on that experience, Elay embarked on a journey to help every company in the world grow like Salesforce.com. After working with many organizations and further reflecting on his time at Salesforce.com, it became apparent that one key player was best positioned to accelerate growth in organizations: the first-line sales manager. Empowering sales managers to own and execute their own sales programs, as entrepreneurs would, became the focus of this book and his technology company. First-line sales managers are the backbone of every sales organization. They make it happen. They're where the rubber meets the road in pipeline generation, revenue growth, and customer success. These sales managers serve as the voice of salespeople to organizations, and as the organizational voice back to salespeople. In this accessible guide, Cohen shares how sales managers can build an inspired, engaged team, equipping them with the tools they need to drive up sales productivity and grow the business. He reveals, among many other lessons, how you can nurture a winning sales culture; build world-class training programs that encourage salespeople to learn from each other; and execute sales processes, playbooks, and deals in a way that gives your salespeople the winning edge.

### **Mastering the World of Selling**

Do you have what it takes to become an author, but are not sure where to start? *Promote Your Book* gives enterprising authors the advantage they need to navigate the publishing industry and gain a better understanding of what book promotion is all about. This well-organized collection of the most successful low-cost and no-cost ideas provides solutions for both aspiring and seasoned authors in any genre. You will learn how to promote the book without changing your lifestyle; how to promote creatively, locally, and through social media; submit news releases and tip sheets; arrange book signings, radio, and TV appearances; enhance marketing skills; spend money in all the right places, and more.

### **Zero-Time Selling**

Selling is tougher than ever before. Potential customers are under extreme pressure to do more with less money, less time, and fewer resources, and they're wary of anyone who tries to get them to buy or change anything. Under such extreme conditions, yesterday's sales strategies no longer work. No matter how great your offering, you face the daunting task of making yourself appear credible, relevant, and valuable. Now, internationally recognized sales strategist Jill Konrath shows how to overcome these obstacles to get more appointments, speed up decisions, and win sales with these short-fused, frazzled customers. Drawing on her years of selling experience, as well as the stories of other successful sellers, she offers four SNAP Rules: -Keep it Simple: When you make things easy and clear for your customers, they'll change from the status quo. -Be iNvaluable: You have to stand out by being the person your customers can't live without. -Always Align: To be relevant, make sure you're in synch with your customers' objectives, issues,

and needs. -Raise Priorities: To maintain momentum, keep the most important decisions at the forefront of their mind. SNAP Selling is an easy-to-read, easy-to-use guide for any seller in today's increasingly frenzied environment.

### **The Solution Selling Fieldbook**

Presently, marketing has undergone serious change. Marketers have faced increasing demand to provide quantitative data representative of their work, particularly focusing on sales growth in correlation with a narrow target audience. As marketers strive to cultivate new customers directly, they have turned to a growing area of interest: lead generation - a marketing activity aimed at acquiring direct contacts of prospective customers that have demonstrated some interest in the seller's goods and services. This book has a purely practical purpose, serving as an introductory resource to principles and methods that will enable marketing professionals to raise the number of potential customers and multiply the number of sales typically received. The book describes: - lead generation theory, its basic concepts, and methods of evaluating a return on marketing investments; - customer detection techniques (cold calls, pay-per-click, mailings, events, etc.); - peculiarities and challenges of lead generation campaigns and methods to overcome obstacles; - real stories about the way companies do lead generation and calculate its results. Outstanding Features of the Book - 14 real life case studies. - New trends of lead generation: cadence, market places, content management. - Up-to-date statistics for 2015 and plans for 2016. - Based on multi-industry experience (IT, automotive, education and even public organizations). - The style of the book is simple, charismatic and with humor (contains caricatures, jokes, wise quotes of great businessmen). - Applicable to both B2B and B2C. - The author explains all the lead generation concepts but also gives reasons why they should not be treated rigorously, as every company has its own business features and, thus, ROI and lead criteria. - A special section is dedicated to the challenge of lead generation outsourcing. - As lead generation is based on constant testing and statistics, the author also speaks about software tools helping to run your campaigns and calculate ROI efficiently. The book presents the results of a global benchmark report: "Lead Generation: Strategies and tactics for 2016". This survey covered 259 respondents from information and telecommunication technologies, consulting, banking, wholesale, insurance, auto-dealers, etc.

### **Questions that Sell**

It's an all-too-common tale, told across just about every sales department around the world: The newest salesperson on the team has strong credentials and crushed it during the interview. But now that they're hired, they can't sell a thing! Worse, other salespeople on the team are unhappy for some reason, and their performance is slipping. The top responsibility of a sales manager is not to make numbers. It's to build, develop, and retain a high-performing sales team (so they can make the numbers). The biggest detriment to this objective is adding toxicity to the team. Toxic salespeople often cause problems in the workplace, such as decreased team productivity and morale. Part of this book discusses why sales managers should avoid hiring toxic salespeople and how. This book also discusses how sales managers can hire rainmakers. When a sales team is composed of not only good salespeople but also rainmakers, there's a higher chance that the

company succeeds. It's important for sales managers to know what to look for when hiring salespeople and how to determine who the potential rainmakers are. This book is a great guide for sales managers, as well as recruiters, who want to hire smarter and increase their bottom line.

### **Alara Unbroken**

An Ethically Cunning Lead Generation Model for Coaches, Consultants, Advisors, Trainers and Teachers, and Those Offering Services

### **SNAP Selling**

Change the way you think about sales to sell more, and sell better. Over the past decade, Inbound Marketing has changed the way companies earn buyers' trust and build their brands - through meaningful, helpful content. But with that change comes unprecedented access to information in a few quick keystrokes. Enter the age of the empowered buyer, one who no longer has to rely on a sales rep to research their challenges or learn more about how a company's offering might fit their needs. Now, with more than 60% of purchasing decisions made in the absence of a sales rep, the role of the rep itself has been called into question. With no end in sight to this trend, sales professionals and the managers who lead them must transform both the way they think about selling and how they go about executing their sales playbook. Expert author and HubSpot Sales Director, Brian Signorelli has viewed the sales paradigm shift from the inside—his unique insights perfectly describe the steps sales professionals must take to meet the needs of the empowered customer. In this book, readers will learn: How inbound sales grew out of inbound marketing concepts and practices A step-by-step approach for sales professionals to become inbound sellers What it really means to be a frontline sales manager who leads a team of inbound sellers The role executive leadership plays in affecting an inbound sales transformation For front-line seller, sales manager, executives, and other sales professionals, Inbound Selling is the complete resource to help your business thrive in the age of the empowered buyer.

### **Maximizing Lead Generation**

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

### **The Science of Selling**

Written by the authors of *Strategic Selling*, this is the revolutionary system for face-to-face selling that's used by America's best companies.

### **Leadsology®**

Managing a sales team is one of the most important and challenging positions in a company, and it requires a unique set of skills. Unfortunately, many sales managers spend much of their day putting out fires, and moving from problem to problem. Their days consist of an overwhelming number of activities including respond to urgent request from their bosses, resolving customer issues and complaints, and dealing with disgruntled employees. In addition, they find themselves sitting in meetings that run way too long, and submitting countless sales forecasts to satisfy upper management. As a result, sales managers get caught up in a daily grind and end their work week exhausted and feeling like they have little control over their destiny. In *The High-Impact Sales Manager*, you'll learn how to transcend the daily grind and unlock the full potential of your sales team. This includes learning to:

- Hire the best people and hold them accountable
- Manage sales performance by focusing on the underlying behaviors that drive performance
- Consistently produce accurate sales forecasts
- Provide personalized sales coaching that results in better skills and higher win rates
- Motivate and inspire your team to greatness

Most importantly, *The High-Impact Sales Manager* will leave you feeling confident and enthusiastic in your ability to lead and empower your team to achieve unparalleled success.

### **Insight Selling**

This book is about the metrics-driven, scientific approach that Mark Roberge used to scale sales at a software company, HubSpot, from \$0 to \$100 Million in annualized revenue. The \$0 to \$100 Million Sales Formula is for the millions of small business owners, entrepreneurs, CEOs, and sales leaders that strive to build that next \$100 million business. The biggest challenge standing in their way is scaling sales. Bombarded with advice from consultants and thought leaders who have supposedly "cracked the code" on modern sales, business leaders prefer to hear from actual practitioners who have overcome these challenge themselves in today's selling context. The book shows how to apply metrics and science to almost every aspect of building a sales team, from hiring, training, and managing sales people to generating leads to developing sales leaders.

### **Lead Generation**

"The best sales book of the year" — *strategy+business* magazine That gap between your company's sales efforts and strategy? It's real—and a huge

vulnerability. Addressing that gap, actionably and with attention to relevant research, is the focus of this book. In *Aligning Strategy and Sales*, Harvard Business School professor Frank Cespedes equips you to link your go-to-market initiatives with strategic goals. Cespedes offers a road map to articulate strategy in ways that people in the field can understand and that will fuel the behaviors required for profitable growth. Without that alignment, leaders will press for better execution when they need a better strategy, or change strategic direction with great cost and turmoil when they should focus on the basics of sales execution. With thoughtful, clear, and engaging examples, *Aligning Strategy and Sales* provides a framework for diagnosing and managing the core levers available for effective selling in any organization. It will give you the know-how and tools to move from ideas to action and build a sales effort linked to your firm's unique goals, not a generic selling formula. Cespedes shows how sales efforts affect all elements of value creation in a business, whether you're a start-up seeking to scale or an established firm looking to jump-start new growth. The book provides key insights to optimize your firm's customer management activities and so improve selling and strategy.

### **Driving Demand**

In this age of rapidly-advancing technology, sales professionals need a reliable method for selling products and services that are perceived as sophisticated or complex. This book offers techniques for overcoming the customer's resistance, showing how to generate prospects and new business with a unique value-perception approach, create a set of tools that enable sales managers to manage pipeline, assign prospecting activity, control the cost of sales, and more.

### **Sales EQ**

The Hands-On, Up-to-the-Minute Guide to Generating Better-Qualified, Quicker-to-Close B2B Leads! Lead generation is "Job One": B2B marketers' single most important objective. *Maximizing Lead Generation* brings together everything you need to know to do it right. Fast-paced and 100% practical, it will help you achieve outstanding results in any B2B marketplace—from enterprise technology to industrial equipment to professional services. World-renowned expert Ruth P. Stevens helps you bring science and systematization to all facets of lead generation, building on process, best practices, continuous testing, and ongoing improvement. You'll learn how to maximize the value of tried-and-true B2B tools and the newest social, web, and search technologies. Stevens offers indispensable insights for the entire lead lifecycle, including qualification, nurturing, measurement, and tracking. Organized for clarity, usability, and speed, this book will help you supercharge salesforce productivity—and company profits. You'll Learn How To:

- Develop and refine rules that consistently lead to higher-quality leads
- Gain deeper insights into your customers and their buying processes
- Build sophisticated, accurate marketing databases
- Identify the media most likely to work for you
- Execute highly effective campaigns
- Drive huge ROI improvements
- Use BANT and other qualification criteria
- Apply new "nurturing" techniques to convert "duds" into "diamonds"
- Track results and quantify the business value of campaigns
- Utilize best practices content marketing and marketing automation
- Integrate continuous improvement into lead generation
- Discover 10 trends that will transform the way you prospect

## The High-Impact Sales Manager

Once upon a time, the plane of Alara was shattered into five planes, each distinctly populated with relative mono-magical culture that reflects each of the five colors. Now, the planes are beginning to realign and merge once more. As nefarious forces work to hasten the cataclysmic realignment for their own gain, the populations of once ordered planes struggle to come to terms with a new planar order in which long separated struggles between opposite clash once more; martyrs face executioners, fire and water, earth and air, growth and decay, the innate versus the artificial. Amid this chaos, Ajani, a fierce leonin planeswalker, struggles to bring justice and resolution to his brother's death. Noble warrior Rafiq searches for the source of the of this evil that has invaded his world. And Sarkhan Vol, planeswalker and dragon hunter, taps into a power so pure and ancient, it threatens to consume him even as he revels in its unadulterated totality. An action packed story from the mind of one of the creators, Doug Beyer opens up the Shards of Alara(TM) set like no one else can. From the Paperback edition.

## Secrets of Question-Based Selling

Turn prospects into buyers with a powerful emarketing strategy! "Albee shows how smart business-to-business marketers learn about buyers, tell a story, and greatly influence the B2B lead-to-sale process. This is your guide for Web marketing success." David Meerman Scott, bestselling author of *The New Rules of Marketing and PR* and *World Wide Rave* "A compelling read for both B2B marketing and sales professionals alike, *eMarketing Strategies for the Complex Sale* is a practical and insightful how-to guide that will enable marketers to drive sales conversions and faster sales results." David Thompson, CEO, Genius.com, and founder of the Sales 2.0 Conference "Albee lays out a path to understanding buyer personas, building their trust, and delivering contagious content that they want to read. A must-read for B2B marketers looking to engage with today's buyers." Steven Woods, CTO, Eloqua, and author of *Digital Body Language* "If you're looking for a comprehensive, well-researched, single resource to plan, build, execute, and succeed in your eMarketing efforts, then buy this book!" Barry Trailer, managing partner, CSO Insights "New media, content marketing, social networking . . . Ardath cleverly wraps these concepts in a bow and makes this book required reading. . . . Become the expert resource for your customer and watch your business grow." Joe Pulizzi, coauthor of *Get Content Get Customers* and founder of Junta42 About the Book Web 2.0 has reshaped the role of marketing in the Complex Sales process. Because prospects now have instant access to information about your company and its products—and your competitors—they can make buying decisions without ever communicating with you. Doing what you've always done simply won't work anymore; you must entirely rethink how you attract and compel buying behavior. With *eMarketing Strategies for the Complex Sale*, expert B2B marketing strategist Ardath Albee breaks new ground in the field of digital marketing and new customer acquisition. Albee offers techniques and tools for developing and executing strategies that are guaranteed to generate results. The Internet offers an unprecedented opportunity for creating trusted relationships with your prospects and customers—before you ever "meet" them. Never before have marketers enjoyed such a wide-reaching and varied communication platform. Yet with all the noise, you have to stand above the crowd. The key is to converse

about meaningful and relevant topics with your diverse audiences, to share your perspectives on what matters to them. That's just what Albee teaches us to do. eMarketing Strategies for the Complex Sale shares methods to help you: Create eMarketing strategies based on customer perspectives Use a contagious content structure for competitive differentiation Establish trusted relationships Continuously measure, tune, and improve your effectiveness eMarketing Strategies for the Complex Sale also shares proven approaches to collaborating with sales. You can leverage eMarketing to move leads further into the pipeline while focusing sales time and energy on highly qualified opportunities. The results? Reduced time to sales, increased sales productivity, and growing revenues. eMarketing Strategies for the Complex Sale reveals processes critical to ensuring that you make a powerful, measurable contribution to the lengthy sales process—and to the longterm success of your organization as a whole.

### **Conceptual Selling**

Mind the Gap This book is your business survival guide in a time of unparalleled- and accelerating-rate of change. When your margin for error is shrinking, even a small miscalculation-a misalignment, a tiny gap between your target (what you want; your strategy) and reality (your results)-can quickly widen into a chasm that will threaten your company's existence. Innovation in technology will be the differentiator to apply to the "art" and "science" of strategic execution and will separate the ones who get what they want vs those who do not. The word "stragile" simply means a strategy that is agile. To be stragile means to be aware, responsive, and willing to do what's necessary to meet your organization's goals. Through its use of revealing case studies, this powerful and eye-opening book shows you how to prevent your organization (or project) from ending up like so many businesses, failing as the result of a long series of miscalculations and gaps between real life conditions and expected results. In "Stragile," Shawn Jean provides you with the strategies and tools to identify and close those gaps so you can keep your organization thriving and profi table. "A unique [look at] the potential impact innovation has for today's dynamic business." -Dan Solito, COO CafeX "Stragile outlines the massive potential organizations hold by looking to apply technology to the art and the science of strategic execution." -Mathew Bieber, CEO, CDC Software "With entertaining and thought-provoking examples, Shawn outlines the profound impact technology holds when executing any strategy." -Jeff Sands, Vice President of ITSMA

### **Solution Selling: Creating Buyers in Difficult Selling Markets**

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).

### **The Buying Brain**

"After I sent my team to the Question Based Selling program, not only was the feedback from the training outstanding, but we experienced an immediate positive impact in results."—Jim Cusick, vice president of sales, SAP America, Inc.

"Following the program, even our most experienced salespeople raved, saying QBS was the best sales training they have ever experienced!"—Alan D. Rohrer, director of sales, Hewlett Packard For nearly fifteen years, The Secrets of Question Based Selling has been helping great salespeople live you deliver big results. It's commonsense approach has become a classic, must-have tool that demonstrates

how asking the right questions at the right time accurately identifies your customer's needs. But consumer behavior and sales techniques change as rapidly as technology—and there are countless contradictory sales training programs promising results. Knowing where you should turn to for success can be confusing. Now fully revised and updated, *The Secrets of Question Based Selling* provides a step-by-step, easy-to-follow program that focuses specifically on sales effectiveness—identifying the strategies and techniques that will increase your probability of success. How you sell has become more important than the product. With this hands-on guide, you will learn to: Penetrate more accounts Overcome customer skepticism Establish more credibility sooner Generate more return calls Motivate different types of buyers Develop more internal champions Close more sales faster And much, much more

### **Hire Smarter, Sell More!**

Ask the questions-and get the sale. As a salesperson your product knowledge is extensive, but that's not enough. If you fail to ask the right questions-the ones that uncover a customer's real needs-you will never close the deal. Questions that Sell reveals advanced questioning techniques that will help you sell your products or services based on value to the customer, rather than price-and increase your success rate as a result. Packed with powerful examples, exercises, and hundreds of sample questions for a wide range of buyer interactions, the revised and updated second edition now includes new material on how to: Use questions to qualify prospects (without insulting them) \* Discover hidden customer needs and motivations \* Raise delicate questions \* Overcome stalls \* Reinvigorate a stale relationship \* Soothe anxious buyers \* Accelerate the decision process \* Upsell and cross-sell so you no longer leave money on the table \* Prospect for new business \* Pose intriguing questions to position yourself as a thought-leader on social media \* Turn social media contacts into active sales leads \* Identify dead-end opportunities \* Secure referrals \* And more Success is yours for the asking. Smart questioning will get you there.

### **Social Selling Mastery**

“A major breakthrough in the way goods and services [are] sold. When Mack Hanan speaks, we should all listen—really listen.” - *Selling Magazine* Do you sell products or services? It doesn't matter: What you're really selling is customer profit. You help your customers and clients make profitable business decisions, and you are both rewarded with the fruits of a long-term business relationship. For 40 years, Mack Hanan's *Consultative Selling* has empowered countless sales professionals to reap maximum success, and the Eighth Edition is here to take them—and you—to the next level, with brand new sections on: Creating a two-tiered sales model to separate consultative sales from commodity sales • Building and using consultative databases for value propositions and proof of performance • Studying your customers' cash flows to win proposals • Using consultative selling strategies on the Web • Coping with—and reversing—the inevitable “no” *Consultative Selling* is packed with new partnering strategies, cost/benefit analysis templates, detailed monetized value proposition models, outcome-based branding approaches, and powerful consulting tactics that will make your customers' competition—and your own rivals—irrelevant.

## **The Strategy Pathfinder**

Called "The Sales Bible of Silicon Valley" discover the sales specialization system and outbound sales process that, in just a few years, helped add \$100 million in recurring revenue to Salesforce.com, almost doubling their enterprise growth with zero cold calls. This is NOT just another book about how to cold call or close deals. This is an entirely new kind of sales system for CEOs, entrepreneurs and sales VPs to help you build a sales machine. What does it take for your sales team to generate as many highly-qualified new leads as you want, create predictable revenue, and meet your financial goals without your constant focus and attention? Predictable Revenue has the answers

## **Aligning Strategy and Sales**

Jack Carew, one of the most dynamic and innovative sales training consultants in America today, offers his ten unique strategies of Positional Selling for sales-people in every area. Whether you're selling ideas, products, or even yourself, you'll benefit from the precise, standard-setting methods shared with thousands of top sales professionals from Fortune 500 companies and major corporations around the world. Discover the Positional Selling strategies that will change your life as a salesperson: \* You'll never feel like an unwelcome guest -- if you ASSUME THE RESPONSIBILITY \* You'll never use the language of a loser -- if you BRING YOUR ENERGY TO THE CUSTOMER \* You'll never have a rejection hangover -- if you MAKE THE CUSTOMER PART OF THE SOLUTION \* You'll never make a spray-and-pray sales call -- if you FIND THE AREA OF OPPORTUNITY \* You'll never fumble over an objection -- if you INVEST IN THE RELATIONSHIP \* You'll never lose a customer -- if you TAKE THE LEAD With Jack Carew's help, you'll learn how to develop new business, expand accounts and revitalize marginal accounts. You'll also master the human dynamics of selling, and make yourself an indispensable partner as you listen, acknowledge, explore and respond. You'll be selling with powerful, productive new energy-and You'll Never Get No For An Answer!

## **The Sales Acceleration Formula**

A concrete framework for engaging today's buyer and building relationships Social Selling Mastery provides a key resource for sales and marketing professionals seeking a better way to connect with today's customer. Author Jamie Shanks has personally built Social Selling solutions in nearly every industry, and in this book, he shows you how to capture the mindshare of business leadership and turn relationships into sales. The key is to reach the buyer where they're conducting due diligence—online. The challenge is then to strike the right balance, and be seen as a helpful resource that can guide the buyer toward their ideal solution. This book presents a concrete Social Selling curriculum that teaches you everything you need to know in order to leverage the new business environment into top sales figures. Beginning with the big picture and gradually honing the focus, you'll learn the techniques that will change your entire approach to the buyer. Social Selling is not social media marketing. It's a different approach, more one-to-one rather than one-to-many. It's these personal relationships that build revenue, and this book helps you master the methods today's business demands.

Reach and engage customers online Provide value and insight into the buying process Learn more effective Social Selling tactics Develop the relationships that lead to sales Today's buyers are engaging sales professionals much later in the buying process, but 74 percent of deals go to the sales professional who was first to engage the buyer and provide helpful insight. The sales community has realized the need for change—top performers have already leveraged Social Selling as a means of engagement, but many more are stuck doing "random acts of social," unsure of how to proceed. Social Selling Mastery provides a bridge across the skills gap, with essential guidance on selling to the modern buyer.

### **Start with why**

Draws on real-life stories and figures, including Martin Luther King, Jr. and Steve Jobs, to examine the qualities a good leader requires in order to inspire and motivate people.

### **The Challenger Sale**

Ask the questions-and get the sale. As a salesperson your product knowledge is extensive, but that's not enough. If you fail to ask the right questions-the ones that uncover a customer's real needs-you will never close the deal. Questions that Sell reveals advanced questioning techniques that will help you sell your products or services based on value to the customer, rather than price-and increase your success rate as a result. Packed with powerful examples, exercises, and hundreds of sample questions for a wide range of buyer interactions, the revised and updated second edition now includes new material on how to: Use questions to qualify prospects (without insulting them) \* Discover hidden customer needs and motivations \* Raise delicate questions \* Overcome stalls \* Reinvigorate a stale relationship \* Soothe anxious buyers \* Accelerate the decision process \* Upsell and cross-sell so you no longer leave money on the table \* Prospect for new business \* Pose intriguing questions to position yourself as a thought-leader on social media \* Turn social media contacts into active sales leads \* Identify dead-end opportunities \* Secure referrals \* And more Success is yours for the asking. Smart questioning will get you there.

### **Questions that Sell**

What's the secret to sales success? If you're like most business leaders, you'd say it's fundamentally about relationships-and you'd be wrong. The best salespeople don't just build relationships with customers. They challenge them. The need to understand what top-performing reps are doing that their average performing colleagues are not drove Matthew Dixon, Brent Adamson, and their colleagues at Corporate Executive Board to investigate the skills, behaviors, knowledge, and attitudes that matter most for high performance. And what they discovered may be the biggest shock to conventional sales wisdom in decades. Based on an exhaustive study of thousands of sales reps across multiple industries and geographies, The Challenger Sale argues that classic relationship building is a losing approach, especially when it comes to selling complex, large-scale business-to-business solutions. The authors' study found that every sales rep in the world

falls into one of five distinct profiles, and while all of these types of reps can deliver average sales performance, only one—the Challenger—delivers consistently high performance. Instead of bludgeoning customers with endless facts and features about their company and products, Challengers approach customers with unique insights about how they can save or make money. They tailor their sales message to the customer's specific needs and objectives. Rather than acquiescing to the customer's every demand or objection, they are assertive, pushing back when necessary and taking control of the sale. The things that make Challengers unique are replicable and teachable to the average sales rep. Once you understand how to identify the Challengers in your organization, you can model their approach and embed it throughout your sales force. The authors explain how almost any average-performing rep, once equipped with the right tools, can successfully reframe customers' expectations and deliver a distinctive purchase experience that drives higher levels of customer loyalty and, ultimately, greater growth.

### **Predictable Revenue**

Real-world strategic management practice in an interactive micro-case format The Strategy Pathfinder presents an innovative, dynamic guide to strategic thinking and practice. Using real-world case examples from companies like Apple, the BBC, Hyundai, LEGO, McDonalds, Nike and SpaceX to illustrate critical concepts, this book enables readers to actively participate in real-world strategy dilemmas and create their own solutions. Strategy Pathfinder's 'live' micro-cases provoke discussion about business models, value creation, new ventures and more, while its complimentary instructional content introduces you to the best 'classic' and new tools of strategic management. Rather than passively reproducing past and current ideas, Strategy Pathfinder encourages strategic thinkers to learn by doing. The book is designed to help the reader to develop a clear understanding of key concepts while shifting your thought processes towards real strategic action and innovation by enabling you to: Use strategy theories and frameworks to engage in analytical and creative discussions about key strategic issues facing real companies today Form strategic views for yourself, and test them against the views of others Effectively make and communicate recommendations based on solid strategic analysis that stand up to scrutiny from multiple stakeholders Become an active producer of new strategic ideas rather than a passive receiver of past wisdom This third edition has been updated with new chapters and cases to reflect the latest, cutting-edge issues in strategic thinking and practice. And the updated companion website offers students, instructors and managers more resources to facilitate understanding, interaction and innovation. As an active learning experience, The Strategy Pathfinder 3rd Edition engages the reader in the work of strategy practitioners. By arming you with the empirical research you need, and the best strategic management theories and frameworks to better analyse situations you're likely to encounter or already facing in your career, The Strategy Pathfinder teaches you how to improve your strategic thinking and practice, and develop your own strategic pathways for the future.

### **Inbound Selling**

If You Understand Brain Basics, You'll Sell More As much as 95% of our decisions are made by the subconscious mind. As a result, the world's largest and most

sophisticated companies are applying the latest advances in neuroscience to create brands, products, package designs, marketing campaigns, store environments, and much more, that are designed to appeal directly and powerfully to our brains. The Buying Brain offers an in-depth exploration of how cutting-edge neuroscience is having an impact on how we make, buy, sell, and enjoy everything, and also probes deeper questions on how this new knowledge can enhance customers' lives. The Buying Brain gives you the key to

- Brain-friendly product concepts, design, prototypes, and formulation
- Highly effective packaging, pricing, advertising, and in-store marketing
- Building stronger brands that attract deeper consumer loyalty

A highly readable guide to some of today's most amazing scientific findings, The Buying Brain is your guide to the ultimate business frontier - the human brain.

### **Blueprints for a SaaS Sales Organization**

The breakthrough process used by more than 500,000 sales professionals worldwide! The Solution Selling Fieldbook helps you integrate the plan's nuts-and-bolts techniques into your own day-to-day practices, and immediately gain access to key decision makers, diagnose buyers' business issues, and increase top-line sales. Building on the processes, principles, and management systems outlined in The New Solution Selling, this practitioner's workbook features:

- A complete step-by-step blueprint for sales success
- A trial copy of Solution Selling software
- A valuable Solution Selling CD-ROM that includes tools, templates, and sales letters
- Includes Exclusive Solution Selling Software on CD-ROM
- More than 120 work sheets on negotiating, opportunity assessments, implementation plans, and more
- Letters/e-mail templates
- Coaching on Solution Selling techniques
- Import/export capabilities
- Links to more Solution Selling content

### **Saleshood**

Carlos Hidalgo provides a clear roadmap and framework on how B2B organizations can implement change management and transform their Demand Generation. Case studies and excerpts from B2B marketing practitioners and ANNUITAS clients who have transformed their organizations and how they accomplished this change are incorporated throughout the book.

### **Digital Relevance**

In the past few years, companies both large and small, have been calling regularly on Darius Lahoutifard to get help with their non performing sales team. Described symptoms can be different from one company to another. Some suffer from shortage in revenue. Others complain about unreliable forecasts with deals slipping constantly from one quarter to another, before being even lost or abandoned a few quarters later. Some CEOs notice unproductive sales teams with an unusual high number of non-quota-carrying people in the sales force, reducing the profitability of the company. Darius observes that all these symptoms are related to the same illness: inability to qualify. Since most sales teams put in place organizations including SDR (Sales Development Representatives) or BDR (Business Development Representatives) who qualify leads for Account Managers, there is a

wrong unstated assumption, widely spread, that once a lead is qualified, the inside sales or field sales will have to work on them until they are won or lost. Qualification is often missing or is considered as done. Qualification is not a binary step of the sales process. Qualification is a mindset and habit to apply all along the sales process from the first call all the way to the closing. The book covers both the Why and the How of sales qualification. The author who was an early sales leader at PTC where the MEDDIC methodology took shape, is also the founder of MEDDIC Academy, first to bring the qualification methodology online. The book describes the M.E.D.D.I.C. (also known as MEDDPICC) sales methodology in depth. A chapter is dedicated to each element of MEDDPICC. This is not a book of theories, research or academic concepts, but pure execution techniques with practical recipes. At a high level, MEDDIC is a checklist helping sales professionals to execute. Although the context is B-to-B and high end sales, "Always Be Qualifying" is a must in any sales situation including B-to-C or retail.

### **You'll Never Get No For An Answer**

What do winners of major sales do differently than the sellers who almost won, but ultimately came in second place? Mike Schultz and John Doerr, bestselling authors and world-renowned sales experts, set out to find the answer. They studied more than 700 business-to-business purchases made by buyers who represented a total of \$3.1 billion in annual purchasing power. When they compared the winners to the second-place finishers, they found surprising results. Not only do sales winners sell differently, they sell radically differently, than the second-place finishers. In recent years, buyers have increasingly seen products and services as replaceable. You might think this would mean that the sale goes to the lowest bidder. Not true! A new breed of seller—the insight seller—is winning the sale with strong prices and margins even in the face of increasing competition and commoditization. In *Insight Selling*, Schultz and Doerr share the surprising results of their research on what sales winners do differently, and outline exactly what you need to do to transform yourself and your team into insight sellers. They introduce a simple three-level model based on what buyers say tip the scales in favor of the winners: Level 1 "Connect." Winners connect the dots between customer needs and company solutions, while also connecting with buyers as people. Level 2 "Convince." Winners convince buyers that they can achieve maximum return, that the risks are acceptable, and that the seller is the best choice among all options. Level 3 "Collaborate." Winners collaborate with buyers by bringing new ideas to the table, delivering new ideas and insights, and working with buyers as a team. They also found that much of the popular and current advice given to sellers can damage sales results. *Insight Selling* is both a strategic and tactical guide that will separate the good advice from the bad, and teach you how to put the three levels of selling to work to inspire buyers, influence their agendas, and maximize value. If you want to find yourself and your team in the winner's circle more often, this book is a must-read.

### **SPIN® -Selling**

Digital Relevance teaches readers the knowledge, strategies, and skills need to create content, instantly engage customers, and compel them to action by sharing ideas so seamlessly matched to each audience's context that they can't help but

take next steps toward purchase.

## Promote Your Book

True or false? In selling high-value products or services: 'closing' increases your chance of success; it is essential to describe the benefits of your product or service to the customer; objection handling is an important skill; open questions are more effective than closed questions. All false, says this provocative book. Neil Rackham and his team studied more than 35,000 sales calls made by 10,000 sales people in 23 countries over 12 years. Their findings revealed that many of the methods developed for selling low-value goods just don't work for major sales. Rackham went on to introduce his SPIN-Selling method. SPIN describes the whole selling process: Situation questions Problem questions Implication questions Need-payoff questions SPIN-Selling provides you with a set of simple and practical techniques which have been tried in many of today's leading companies with dramatic improvements to their sales performance.

## Space Vehicle Design

Of the 17 million people in the U.S. who are involved directly or indirectly in sales, many repeatedly acknowledge facing four major challenges: No prior sales education or training Lack of formalized sales training, resources, and methodologies provided by their companies Due to the recession and downsizing era, lack of 12-18 month professional sales training for new hires provided by Fortune 500 companies A consistent struggle to keep their sales force, distributors, manufacturers reps and affiliates motivated and focused on effectively selling their products and services Mastering the World of Selling helps companies and entrepreneurs overcome these four major obstacles with candid advice and winning strategies from the leading sales trainers and training companies in the world: Acclivus\*AchieveGlobal\*Action Selling\*Tony Allesandra\*Brian Azar\*Baker Communications, Inc.\*Mike Bosworth\*Ilan Brodie\*Ed Brodow\*Mike Brooks\*Bob Burg\*Jim Cathcart\*Robert Cialdini PhD\*Communispond, Inc.\*Tim Connor\*CustomerCentric Selling\*Dale Carnegie\*Sam Deep\*Bryan Dodge\*Barry Farber\*Jonathan Farrington\*Jeffrey Fox\*Colleen Francis\*FranklinCovey Sales Performance Solutions\*Thomas A. Freese\*Patricia Fripp\*Ari Galper\*General Physics Corporation\*Jeffrey Gitomer\*Charles H. Green\*Ford Harding\*Holden International\*Chet Holmes\*Tom Hopkins\*Huthwaite, Inc.\*Imparta, Ltd.\*InfoMentis, Inc.\*Integrity Solutions\*Janek Performance Group, Inc.\*Tony Jeary\*Dave Kahle\*Ron Karr\*Knowledge-Advantage, Inc.\*Jill Konrath\*Dave Kurlan\*Ron LaVine\*Kendra Lee\*Ray Leone\*Chris Lytle\*Paul McCord\*Mercuri International\*Miller Heiman, Inc.\*Anne Miller\*Dr. Ivan Misner\*Michael Macedonio\*Sharon Drew Morgen\*Napoleon Hill Foundation\*Michael Oliver\*Rick Page\*Anthony Parinello\*Michael Port\*Porter Henry\*Prime Resource Group, Inc.\*Neil Rackham\*Revenue Storm\*Linda Richardson\*Keith Rosen\*Frank Rumbauskas\*Sales Performance International, Inc.\*Sandler Training\*Dr. Tom Sant\*Stephan Schiffman\*Dan Seidman\*Blair Singer\*Terri Sjodin\*Art Sobczak\*Drew Stevens, PhD\*STI International\*The Brooks Group\*The Friedman Group\*The TAS Group\*Brian Tracy\*ValueSelling Associates\*Wendy Weiss\*& Jacques Werth\*Floyd Wickman\*Wilson Learning\*Dirk Zeller\*Tom Ziglar\*Zig Ziglar

## **Stragile**

Sales management isn't a simple subject by any means. But at the same time, it does have some basic and somewhat simple fundamentals--and that is what we are bringing to you with this book. First come pain points of sales management, and how to overcome them. These pain points fall into 3 basic categories: management, technology and people. We'll cover each briefly but thoroughly enough to give you a grounding.

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