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Sales EQ: How Ultra High Performers Leverage Sales Specific Emotional Intelligence

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“Always be closing!”

–Glengarry Glen Ross, 1992

“Never Be Closing!” –a sales
book title, 2014 “?????”

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—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

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“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

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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

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has a different approach geared to the new

Complex Deal 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

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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.

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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

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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:

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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

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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

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about closing, and your clients will appreciate your ability to help them achieve real change and real results.\

Even the most competitive companies only close about 15 percent of the deals in

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their sales pipelines. That means that salespeople spend time with prospects who, 85 percent of the time, aren't going to buy. Wouldn't those salespeople rather spend more time pursuing prospects they knew they could close?

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Or spend time with their prospects where it matters most at an executive level? Readers who are ready for exceptional results for themselves and their companies need "Selling to Zebras". The Zebra way can

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help salespeople identify the perfect prospects for their companies--their

Zebras--and develop a sales process that will help them close deals 90 percent of the time. The Zebra method of selling will: Increase

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close rates; Shorten sales cycles; Increase average deal size; Reduce discounting and increase margins; Make better use of scarce resources; Make customers happy, creating a stable of great references.

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Jeff and Chad Koser don't just offer theories and concepts. They give readers specific tools, models, and spreadsheets they can customise to make the Zebra way the best way for their companies to do business.

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Become a better salesperson by learning to debunk the sales myths and focus your strategy on a proven approach that will drive the results you want. Can succeeding in sales be as simple as hooking up the

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latest CRM tool or perfecting your social media profiles and waiting for

qualified leads to show up in your inbox? Are you having trouble believing what the new self-proclaimed “experts” post on LinkedIn

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and beginning to question their proclamation that everything in sales has

changed? The one constant in the world of sales is the noise from self-titled experts and thought leaders informing you of the latest

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tools, tricks, and strategies that you should utilize. However, ironically, the more modern solutions you adopt, the harder it is to get results. Bestselling author and sales expert Mike Weinberg offers

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a wake-up call to salespeople and sales leaders on how to bypass the noise so you can start winning more, new sales. In Sales Truth, Weinberg shares some of the truths you'll learn including: Many self-

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proclaimed sales experts lack clients, credibility, and a track record of helping sellers achieve breakthrough results. The number of “likes” a sales improvement article receives is often inversely

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proportional to its accuracy or helpfulness to a seller or sales team. What has worked exceedingly well in sales and sales management for the past couple of decades is still the (not so) secret to sales success

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today. Look no further than Weinberg's powerful principles and proven strategies to help you become a professional sales master and create more new sales opportunities.

Dewasa ini, agar Anda mampu

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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

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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

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penjelasan yang tepat sasaran menggunakan contoh diskusi percakapan yang sudah diakui keampuhannya dalam menyelesaikan penjualan yang pelik. Dia mencontohkan secara nyata topik-topik permasalahan

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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

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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

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percakapan penjualan dengan membalikkan skenario pembeli

- Mendorong pembeli ke wilayah Anda, mengarahkan perhatian mereka, dan mempertahankan fokus mereka dengan mengubah ekspektasi mereka
- Menghapus

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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

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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".

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People Follow You
Project Management
Eat Their Lunch
Fanatical Military
Recruiting
Reset
Fanatical Prospecting Field
Guide

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The New Solution Selling

Superlubricity is defined as a sliding regime in which friction or resistance to sliding vanishes. It has been shown that energy can be conserved by further reducing/removing friction in moving mechanical systems and this book includes contributions from world-renowned

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scientists who address some of the most fundamental research issues in overcoming friction. Superlubricity reviews the latest methods and materials in this area of research that are aimed at removing friction in nano-to-micro scale machines and large scale engineering components. Insight is also given into the

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atomic-scale origins of friction in general and superlubricity while other chapters focus on experimental and practical aspects or impacts of superlubricity that will be very useful for broader industrial community. * Reviews the latest fundamental research in superlubricity today * Presents 'state-of-the-art' methods,

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materials, and experimental techniques *
Latest developments in tribomaterials,
coatings, and lubricants providing
superlubricity

Most salespeople and sales leaders who
marvel at the consistent year in and year
out performance of sales superstars are
blind to the real reason for their success.

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Unwilling to accept that the foundational root of all success in sales is a fanatical focus on prospecting, they waste time tilting at windmills on their quixotic pursuit of fads, silver bullets, and secret formulas they believe will deliver them into arms of success with little effort.

Fanatical Prospecting Field Guide will be

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an essential tool for leaders that aids and coaches sales people to become more effective prospectors. For salespeople, this book will explain the how and why behind the most important activity in sales and teach the skills and techniques required to become both effective and efficient at prospecting.

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The accompanying workbook for the DISCVOER Questions(tm) Workshop for selling professionals.

Offers more than 20 different strategies to use to downplay and reduce the feelings of stress while under pressure in both personal and professional situations, from public speaking, sales presentations to job

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interviews and even playing a friendly, but competitive, game of golf. 40,000 first printing.

The Real Secret to what Matters Most in Business

How to Close 90% of the Business You Pursue Faster, More Easily, and More Profitably

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The Art of Conducting Powerful Virtual
Training that Engages Learners and Makes
Knowledge Stick

Data Mining: Concepts and Techniques

How to Get Paid and Love What You Do

High-Profit Prospecting

Sales Truth

Award-winning sales

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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

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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

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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

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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

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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

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research-based insights into the customer's buying journey to teach sales professionals how to:

- *Create and maintain Emotional Altitude for the customer*
- *Leverage*

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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

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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,

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one often dreaded as a grueling chore, to be genuinely enjoyable.

Effective follow-up is relationship-based, service-driven, and emotionally positive. It's

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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.

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**2018 Axiom Business
Book Award Winner, Gold
Medal Stop Selling! Start
Solving! In Ninja Selling,
author Larry Kendall
transforms the way
readers think about**

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selling. He points out the problems with traditional selling methods and instead offers a science-based selling system that gives predictable results regardless of personality

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type. Ninja Selling teaches readers how to shift their approach from chasing clients to attracting clients. Readers will learn how to stop selling and start

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solving by asking the right questions and listening to their clients. Ninja Selling is an invaluable step-by-step guide that shows readers how to be more effective

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in their sales careers and increase their income-per-hour, so that they can lead full lives. Ninja Selling is both a sales platform and a path to personal mastery and life

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purpose. Followers of the Ninja Selling system say it not only improved their business and their client relationships; it also improved the quality of their lives.

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Ditch the failed sales tactics, fill your pipeline, and crush your number Fanatical Prospecting gives salespeople, sales leaders, entrepreneurs, and executives a

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practical, eye-opening guide that clearly

explains the why and how behind the most important activity in sales and business development—prospecting. The

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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

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muscle of prospecting, many otherwise competent salespeople and sales organizations consistently underperform. Step by step, Jeb Blount outlines

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*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*

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and avoid debilitating sales slumps by leveraging a balanced prospecting methodology across multiple prospecting channels. This book reveals the

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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

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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

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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

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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

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***for you with the 7 Step
Text Message***

Prospecting Framework

***And there is so much
more! Fanatical***

***Prospecting is filled with
the high-powered***

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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

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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

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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

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***consistent prospecting.
It's time to get off the feast or famine sales roller-coaster for good!
The New Psychology of Selling The sales profession is in the midst***

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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

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bringing disruptive change at an ever-increasing pace, creating fear and uncertainty that leaves buyers clinging to the status quo.

Deteriorating attention

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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

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“me-too” competitors have made differentiating on the attributes of products, services, or even price more difficult than ever. Legions of salespeople and their

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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

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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

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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

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sales professionals are crushing it. In our age of technology where information is ubiquitous and buyer attention spans are fleeting, these superstars have learned

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how to leverage a new psychology of selling—Sales EQ—to keep prospects engaged, create true competitive differentiation, as well as shape and influence

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buying decisions. These top earners are acutely aware that the experience of buying from them is far more important than products, prices, features, and

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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

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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

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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

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***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,***

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*direct their attention, and
keep them engaged How
to leverage Non-
Complementary Behavior
to eliminate resistance,
conflict, and objections
How to employ the Bridge*

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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

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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

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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

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process at a time when sales organizations are failing because many salespeople have never been taught the human skills required to effectively engage buyers

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at the emotional level.

Jeb Blount makes a

compelling case that

sales specific emotional

intelligence (Sales EQ) is

more essential to success

than education,

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experience, industry awareness, product knowledge, skills, or raw IQ; and, sales professionals who invest in developing and improving Sales EQ gain a

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decisive competitive advantage in the hyper-competitive global marketplace. Sales EQ arms salespeople and sales leaders with the tool

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***Case Studies
Objections
People Buy You
The Only Sales Guide
You'll Ever Need
Business Ratios and
Formulas***

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A Comprehensive Guide Virtual Training

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

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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

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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

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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

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IN KED: 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

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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.

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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

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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

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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

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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

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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

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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

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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

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Sales Specific Emotional Intelligence To Close The organizations—right into your hands.

The first ever playbook for B2B salespeople on how to win clients and customers who are already being serviced by your competition, from the author of The Only Sales Guide You'll Ever Need and The

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Lost Art of Closing. Like it or not, sales is often a zero-sum game: Your win is someone else's loss.

Most salespeople work in mature, overcrowded industries, your offerings perceived (often unfairly) as commodities. Growth requires taking market share from your

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competitors, while they try to do the same to you. How else can you grow 12 percent a year in an industry that's only growing by 3 percent? It's not easy for any salesperson to execute a competitive displacement--or, in other words, "eat their lunch." You

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might think this requires a bloodthirsty "whatever it takes" attitude, but that's the opposite of what works. If you act like a Mafia don, you only make yourself difficult to trust and impossible to see as a long-term partner. Instead, this book shows you how to find

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and maintain a long-term competitive advantage by taking steps like:

- ranking prospective new clients not by their size or convenience to you, but by who stands to gain the most from your solution.
- understanding the different priorities for everyone in

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your prospect's organization, from the CEO to the accountants, and addressing their various concerns.

- developing a systematic contact plan for all those different stakeholders so you can win over the right people at the organization in the optimal sequence. Your

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competitors may be tough, but with the strategies you'll discover in this book, you'll soon be eating their lunch.

A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case"

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on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's Project Management Case Studies features a number of new cases covering value measurement in project

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management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case studies drawn from real companies to illustrate both successful and

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poor implementation of project management Represents a wide range of industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction

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and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam Project Management Case

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Studies, Fourth Edition is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, Project Management: A Systems Approach to Planning, Scheduling,

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The New Psychology of Selling The sales profession is in the midst of a perfect storm. Buyers have more power—more information, more at

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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

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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.

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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Sales Specific Emotional Intelligence To Close The (inside or outside), product or service (B2B or B2C).

The Real Secret to What Matters Most in Leadership

Flip the Script

Discover How High Performing Leaders Use EQ To Close Sales

Deals and Boost Relationships in

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Life with the 2.0 Practical Guide
Subtle Skills. Big Results.

How Ultra High Performers
Leverage Sales-Specific Emotional
Intelligence to Close the Complex
Deal

Using Strategic Persuasion to Sell
Your Ideas

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The Ultimate Guide to Powerful Closing and Sales Negotiation

Tactics that Unlock YES and Seal the Deal

Remote learning has been around since the 18th century. Caleb Phillips began advertising

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correspondence courses in the Boston Gazette in 1728 allowing people, for the first time, to learn new skills no matter where they lived. For the past 300 years, virtual training, in its various formats, has been meandering into shore on an

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inevitable yet slow building tide. And then, just like that, everything changed. A global pandemic. Social distancing. Working from home. In an instant, the tide became a tsunami. The global pandemic accelerated the broad adoption of

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virtual instructor led training along with awareness that classroom-based training is often expensive, inefficient, and fails to deliver a fair return on investment. While it is certainly more challenging to re-create the collaborative

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environment of the physical classroom in a virtual setting, virtual training combines the structure, accountability, and social learning benefits of classroom training with speed, agility, and significant cost savings. Simply put, virtual training

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enables organizations to rapidly upskill more people, while generating a far higher return on the training investment. Virtual training is also green. Studies indicate that virtual training consumes nearly 90% less energy

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and produces 85% fewer CO2 emissions than classroom training. Still, the biggest challenge with virtual training, and the reason there has been so much resistance to it, is historically the experience has been excruciating. Not the

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quality of the curriculum or content. Not the talent of the trainer. The learning experience. There are few people who haven't had the pleasure of sitting through agonizing virtual training sessions. Death by voice over PowerPoint,

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delivered by a disengaged instructor, has an especially bitter flavor. It is the way virtual training is delivered that matters most. When the virtual learning experience is emotionally positive: Participants are more engaged, embrace new

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competencies, and knowledge sticks Participants are more likely to show up to class and be open to future virtual training Trainers enjoy their work and gain fulfillment from making an impact Leaders book more virtual training Organizations

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more readily blend and integrate virtual training into learning & development initiatives This is exactly what this book is about.

Virtual Training is the definitive guide to delivering virtual training that engages learners and makes

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new skills and behavioral changes stick. Jeb Blount, one of the most celebrated trainers and authors of our generation, walks you step-by-step through the seven elements of effective, engaging virtual learning experiences. Trainer Mindset &

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Emotional Discipline Production & Technology Media & Visuals Virtual Curriculum & Instructional Design Planning & Preparation Virtual Communication Skills Dynamic & Interactive Training Delivery As you dive into these powerful insights,

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and with each new chapter, you'll gain greater and greater confidence in your ability to effectively deliver training in a virtual classroom. Once you master virtual training delivery and experience the power of remote learning, you may never

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want to go back to the physical classroom again.

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

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personality and build on natural strengths.

What if you could wake up every morning and get paid to be you; paid to simply be who you are and anything else is icing on the cake? This would be a low-risk, high-

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reward way to live...and it's within your reach. RESET is the road map to get you there. It's a fresh look at answering the question "what should I do with my life?" and the most straight-forward game plan for figuring out how to do your best

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work and get paid to be you. What is a reset? It's an opportunity to change your current trajectory and do more of what you love, whether that means leaving your current job or doing what you do best right where you are. The key to a reset is

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self-knowledge -- you have to know who you are, which comes down to three essential elements: your values, talents, and ideal environments. Once you've become clear about who you are, this self-knowledge becomes a lens

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through which you can explore options to identify the ones that are most likely to pay you for being yourself. After reading this book, you'll be able to: Recognize the myths that might be halting your progress Learn a new way to find

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your best-fit career Identify the three foundations of any fulfilling career Define success and plan for how to achieve it Fight fear and take the first steps toward getting paid to do what you love! Reset was developed from hundreds of

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coaching conversations over a six-year period with the intent of giving people a structure and plan for taking control of their career and doing more of what they love. You'll feel a renewed sense of energy for your career and maximize your

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greatest asset-you!

Search engines and social media have certainly changed how prospecting pipelines for salespeople are built today, but the vitality of the pipeline itself has not. Even today, the key to success for

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every salesperson is his pipeline of prospects. Top producers are still prospecting. All. The.

Time. However, buyers have evolved, therefore your prospecting needs to as well. In High-Profit Prospecting, sales expert Mark

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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

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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

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effectively• Leverage referrals• Get past gatekeepers and open new doors• And moreFor the salesperson, prospecting is still king. Take back control of your pipeline for success!
Debunk the Myths. Apply Powerful

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Principles. Win More New Sales.

The Lost Art of Closing

Boosting Your Emotional

Intelligence and Social Skills

The Financial Crisis Inquiry Report

Emotional Intelligence for Sales

Success

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Virtual Selling

The Ultimate Guide for Mastering
The Art and Science of Getting
Past No

There are few one-size-fits-all solutions in sales. Context matters. Complex sales are different from one-call closes. B2B is

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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

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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

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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

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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

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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

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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

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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

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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

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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-

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found confidence, your success and income will soar.

WALL STREET JOURNAL

BESTSELLER Add 50% to 100% to Your Sales
In 5 Minutes Per Day
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sales system. When you spend your days scrambling to take orders and resolving customer issues, there is little time for new sales techniques. This book is for you. In 5-Minute Selling, Alex Goldfayn describes how thousands of his clients and workshop attendees have generated dramatic annual sales growth with short

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bursts of action throughout the day. With three-second efforts throughout the day, you can add 50 to 100% to your sales. The techniques in this book are simple but powerful: You'll learn the power of picking up the phone proactively to call customers and prospects when nothing is wrong, because almost nobody does this

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You'll get approaches for offering customers additional products and services—and asking about what else they are buying elsewhere—because almost nobody does this either. You'll also learn about the low-tech but incredibly effective singular impact of the hand-written note. In short, 5-Minute Selling is about showing

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customers and prospects that we care about them more than our competition does with simple, repeated, lightning-fast, high-value, consistent communications.

Don't Read This Book, DO THIS BOOK: 5-Minute Selling lays out a Two-Week Challenge for you implement in your sales work. Follow the detailed

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process for five minutes per day, for 10 working days (less than one total hour of time), and, like thousands before you, you will begin to see dramatic improvements in your sales growth.

**THE BESTSELLING AUTHOR OF
PITCH ANYTHING IS BACK TO FLIP
YOUR ENTIRE APPROACH TO**

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PERSUASION. Is there anything worse than a high-pressure salesperson pushing you to say "yes" (then sign on the dotted line) before you're ready? If there's one lesson Oren Klaff has learned over decades of pitching, presenting, and closing long-shot, high-stakes deals, it's that people are sick of being marketed and

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sold to. Most of all, they hate being told what to think. The more you push them, the more they resist. What people love, however, is coming up with a great idea on their own, even if it's the idea you were guiding them to have all along. Often, the only way to get someone to sign is to make them feel like they're smarter than

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you. That's why Oren is throwing out the old playbook on persuasion. Instead, he'll show you a new approach that works on this simple insight: Everyone trusts their own ideas. If, rather than pushing your idea on your buyer, you can guide them to discover it on their own, they'll believe it, trust it, and get excited about it. Then

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they'll buy in and feel good about the chance to work with you. That might sound easier said than done, but Oren has taught thousands of people how to do it with a series of simple steps that anyone can follow in any situation. And as you'll see in this book, Oren has been in a lot of different situations. He'll show you how he

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got a billionaire to take him seriously, how he got a venture capital firm to cough up capital, and how he made a skeptical Swiss banker see him as an expert in banking. He'll even show you how to become so compelling that buyers are even more attracted to you than to your product. These days, it's not enough to

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make a great pitch. To get attention, create trust, and close the deal, you need to flip the script.

Required reading for anyone starting, running, or growing a business, Business Ratios and Formulas, Second Edition puts answers at the fingertips of business managers, with nearly 250 operational

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criteria and clear, easy-to-understand explanations that can be used right away.

The Second Edition includes approximately fifty new ratios and formulas, as well as new chapters covering ratios and formulas for e-commerce and human resources.

The Revolutionary Sales Process That is

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Changing the Way People Sell

Follow Up and Close the Sale: Make Easy

(and Effective) Follow-Up Your Winning

Habit

The Science of Doing Your Best when it

Matters Most

Super Stocks

Sales EQ

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The Real Secret to Delivering Legendary Customer Experiences

Ninja Selling Deal

THE MARKET-PROVEN PRINCIPLES OF SOLUTION SELLING FOR TODAY'S HIGH-SPEED, HIGHER-PRESSURE SALES ENVIRONMENT The long-awaited sequel to Solution Selling, one of history's

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most popular selling guides Nearly 10 years ago, the influential bestseller Solution Selling literally rewrote the rules for selling big-ticket, long-cycle products. The New Solution Selling expands the classic text's cases, examples, and situations and sharpens its focus on streamlining the sales process to achieve greater success in fewer steps and a

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shorter time frame. Much in sales has changed in the past decade, and The New Solution Selling incorporates those changes into an integrated, tailored approach for improving both individual productivity and organizational return on investment.

Written to enhance the results and careers of sales pros and managers in virtually any

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industry, this performance-focused book features: A completely revamped, updated sales philosophy, management system, and architecture Tools to increase the quality and velocity of sales pipeline opportunities Techniques that "Best of the Best" use to prospect for success Solution Selling created new rules for one-to-one selling of hard-to-

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sell items. The New Solution Selling focuses on streamlining the proven Solution Selling process and quickly differentiating both oneself and one's products from the competition while decreasing the time spent between initial qualifying and a successful, profitable close.

INDUSTRIAL MOTOR CONTROL 7E is

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an integral part of any electrician training. Comprehensive and up to date, this book provides crucial information on basic relay control systems, programmable logic controllers, and solid state devices commonly found in an industrial setting. Written by a highly qualified and respected author, you will find easy-to-follow

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instructions and essential information on controlling industrial motors and commonly used devices in contemporary industry. INDUSTRIAL MOTOR CONTROL 7E successfully bridges the gap between industrial maintenance and instrumentation, giving you a fundamental understanding of the operation of variable

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frequency drives, solid state relays, and other applications that employ electronic devices.

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Packed with examples and anecdotes, Sales Management. Simplified. offers a proven

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formula for prospecting, developing, and closing deals—in your time, on your terms. Why do sales organizations fall short? Every day, expert consultants like Mike Weinberg are called on by companies to find the answer - and it's one that may surprise you. Typically, the issue lies not with the sales team but with how it is being led. Through

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their attitude and actions, senior executives and sales managers unknowingly undermine performance. Weinberg tells it straight by calling out the problems plaguing sales forces and the costly mistakes made by even the best-intentioned sales managers. The good news is that with the right guidance, results can be transformed. In Sales

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Management. Simplified., Weinberg teaches managers how to: Implement a simple framework for sales leadership Foster a healthy, high-performance sales culture Conduct productive meetings Put the right people in the right roles Retain top producers and remediate underperformers Point salespeople at the proper targets

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Blending blunt, practical advice with funny stories from the field, Sales Management.

Simplified. delivers the tools every sales manager needs to succeed. Managing sales doesn't have to be complicated, and the solution starts with you!

The ultimate guide to relationships, influence and persuasion in 21st century

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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

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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

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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

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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

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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

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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

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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

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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

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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.

Getting the Customer to Yes: How Problem-Centric Selling Increases Sales by Changing Everything You Know About Relationships,

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Overcoming Objections, Closing and Price
Winning the Ten Commitments That Drive
Sales

Selling to Zebras

Performing Under Pressure

The Ultimate Guide to Leveraging High-
Impact Prospecting to Engage Qualified
Applicants, Win the War for Talent, and

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Make Mission Fast

Gap Selling

The Ultimate Guide to Opening Sales

Conversations and Filling the Pipeline by

Leveraging Social Selling, Telephone, Email,

Text, and Cold Calling

And just like that, everything changed

. . . A global pandemic. Panic. Social

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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strategies employed by his clients—a who's who of the world's most prestigious organizations—right into your hands.

Ultimately, people follow people that they like, trust, and believe in.

Understand how to build stronger

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relationships with direct and indirect reports that lead to loyalty, higher productivity, and long-term development. Practical lessons help managers employ winning interpersonal skills to move others to take action.

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John Wiley & Sons

Even skilled salespeople buckle in tough selling situations-getting defensive with prospects who

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challenge them on price or too quickly caving to discount pressure. Those are examples of the fight-or-flight response-something salespeople learn to avoid when they build their emotional intelligence. Studies have shown that emotional intelligence (EI)

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is a strong indicator of success. In Emotional Intelligence for Sales Success, sales trainer and expert Colleen Stanley shows how closely EI is tied to sales performance and how salespeople can sharpen their skills to maximize results. Readers will

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discover: * How to increase impulse control for better questioning and listening * The EI skills related to likability and trust * How empathy leads to bigger sales conversations and more effective solutions * How emotional intelligence can improve

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prospecting efforts * The EI skills shared by top sales producers * And much more Emotional intelligence plays a vital role at every stage of the sales process, from business development to closing the deal. When customers can get product

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information and price comparisons online, the true differentiator is the ability to deftly solve problems and build relationships-El territory!

A Quick-Start Guide to Leveraging Video, Technology, and Virtual Communication Channels to Engage

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Remote Buyers and Close Deals Fast
Connect with Customers and Get Results

The Final Report of the National Commission on the Causes of the Financial and Economic Crisis in the United States Including Dissenting

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Views

DISCOVER Questions(tm) Get You
Connected
Fanatical Prospecting
Getting People to Think Your Idea Is
Their Idea

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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;

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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,

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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,

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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

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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

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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

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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,

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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

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world's selling IQ and turns sales order takers into sales influencers.

Data Mining: Concepts and Techniques provides the concepts and techniques in processing gathered data or information, which will be

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used in various applications. Specifically, it explains data mining and the tools used in discovering knowledge from the collected data. This book is referred as the knowledge discovery from

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data (KDD). It focuses on the feasibility, usefulness, effectiveness, and scalability of techniques of large data sets. After describing data mining, this edition explains the methods of knowing, preprocessing,

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processing, and warehousing data. It then presents information about data warehouses, online analytical processing (OLAP), and data cube technology. Then, the methods involved in mining

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frequent patterns, associations, and correlations for large data sets are described. The book details the methods for data classification and introduces the concepts and methods for data clustering.

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The remaining chapters discuss the outlier detection and the trends, applications, and research frontiers in data mining. This book is intended for Computer Science students, application developers,

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business professionals, and researchers who seek information on data mining.

Presents dozens of algorithms and implementation examples, all in pseudo-code and suitable for use in real-world, large-

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scale data mining projects

Addresses advanced topics

such as mining object-

relational databases,

spatial databases,

multimedia databases, time-

series databases, text

databases, the World Wide

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Web, and applications in several fields Provides a comprehensive, practical look at the concepts and techniques you need to get the most out of your data Target the Super Stocks that deliver huge returns One of

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the most successful investing books ever published, Super Stocks showed investors how to use innovative techniques and fundamental analysis for valuing stocks and predicting future profit

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margins. You'll gain valuable insight into Fisher's original thinking for valuing stocks and predicting future profit margins. A pioneer in the use of the Price Sales Ratio—a powerful analytical tool—

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Fisher regales readers with instructive tales of the businesses he invested in and profited from. Super Stocks gives a historical perspective on how Fisher successfully researched companies and stocks—who he

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saw and what he asked to get a better read on profitable returns. "As rich in

investment war stories as it is in knowledge."—The Motley Fool

The Financial Crisis Inquiry Report, published by the

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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

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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

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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

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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

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*the financial situation in
the U.S. and around the
world.* **THE FINANCIAL CRISIS
INQUIRY COMMISSION** is an
*independent, bi-partisan,
government-appointed panel
of 10 people that was
created to "examine the*

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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

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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

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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

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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

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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

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www.newsdissector.com.

Superlubricity

INKED Complex Deal

People Love You

*Winning Customers Away from
Your Competition*

The Art of Woo

The Straight Truth About

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Getting Exceptional Results from Your Sales Team

Participant Workbook for Sellers

Military Recruiting is a war. It's just a different kind of war than what you were prepared and trained to fight.

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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, education, to the military is in an outright battle to recruit and retain

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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

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competitive, ever changing, asymmetric battle field, to win, you must operate 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

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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

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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

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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

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*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*

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*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*

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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

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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-

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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 new-found confidence, your

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performance as a military recruiter will soar and you will Make Mission Fast.

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

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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

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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

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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,

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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-

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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

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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

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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

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book you'll turn to again and again for proven wisdom, strategies, and tips that really work.

What you experience is what you remember. The more emotional the experience, the deeper it is branded into your memory. Experience has a

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Sales Specific Emotional

Intelligence To Close The 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

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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

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unique products are 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

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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

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*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*

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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

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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

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you a powerful playbook for interacting with customers in a way that creates deep, enduring, visceral

connections that withstand relentless economic and competitive assaults.

Aquaponics is the integration of aquaculture and soilless culture in a

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closed production system. This manual details aquaponics for small-scale production--predominantly for home use. It is divided into nine chapters and seven annexes, with each chapter dedicated to an individual module of aquaponics. The target audience for

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this manual is agriculture extension agents, regional fisheries officers, non-governmental organizations, community organizers, government ministers, companies and singles worldwide. The intention is to bring a general understanding of aquaponics

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*Sales Specific Emotional
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*to people who previously may have
only known about one aspect.*

*Powerful Strategies to Find the Best
Leads and Drive Breakthrough Sales
Results*

*Sales Management. Simplified.
Industrial Motor Control*

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5-Minute Selling
*Small-Scale Aquaponic Food
Production*

*The Proven, Simple System That Can
Double Your Sales ... Even When You
Don't Have Time*