

Chart Track Selling System™ Workshop June 24th – 25th 2008

Name /Company	Most Important Idea	How will this help you?	In what other ways did you gain clarity and focus?	In what area would you like to personally improve?	Rating	Please explain
Hal Mager Sales Mngr. Airgas North Central	The Track Selling process is a great sales method. Following the steps will lead to increased sales and customer understanding	The communication skills will improve my understanding and interacting with all people, not just customers	Communication, visuals, what we hear and how we are received in the process	People skills, listening, sharpen the saw on the sales process using the track method	EX	Refreshing information
Bill Sanborn Divisional Sales Mngr. Airgas North Central	Human Behavior – People Business	Listening – Seek first to understand then be understood	Repetition/reinforcement “things to remember”, steady building of Track Dialog and Sales Plan	Balance my need to act aggressively while taking time to do the “people” part right	VG	Simple, Fun, easy to apply, appropriate for today’s environment
Dale Ward, Sales Mngr. Airgas North Central	A simple, practical sales process that can be taught to my organization. The process was backed up with a lot of details that made the process easier to understand	Awareness. So many things are done w/o asking why – or – how. That is OK when the results are always positive. Selling & relationships are not always associated with positive results.	Importance of listening, asking for the order, importance of selling the company to not only prospects but to existing customers	Getting the customer to agree on the need	EX	Well presented, great material & content. This process and the discussion/support was excellent.
Fred Hochgurtel Sales Mangr. Cameron Welding	Realizing the importance of self-discipline	Following steps in Track Selling will allow me to make necessary adjustments to my daily activities that will in-turn, help me discipline myself in doing the right things to be successful	Using open-ended questions Realizing prospects are people too Evaluating my previous actions and adjust as necessary	Asking all the right questions Relax more in front of prospect	EX	Workshop extremely informative Jason professional yet personable and extremely prepared & informative
Mitchell Duran Sales Chart Industries	I’m a professional salesperson in the people business and committed to service for my customers. “Wherever you are be there!”	Listen, listen, and listen. Respect the people I spend time with and listen to what’s being said	Sense of appreciation, compliments, positive outlook, Seek first to understand and then be understood	Ask the right questions use the questions correctly	EX	I’ve learned, after 12 years of being in sales; forming good habits, learning to listen and caring about people has to happen every day.
John Lucas Sales Chart Industries	-Learn to listen and better service during the sale and after -Stay on track during presentation	Better understand customer or family’s needs	Set objective for my sales call and seminar presentations	Again, I really need to improve in my listening skills. I have a bad habit of talking too much during the sales call	EX	I saw several things I could improve on in my presentations. *Your never too old to learn new tricks!
Paul Theberge Sales Chart Industries	Listen, listen, and listen!	It will help because it is a system that is applicable throughout the workplace and in my personal life	The importance of the qualification part of the process	Time management. Learned a little about that over the last two days, too.	EX	Great opportunity to practice, in a safe environment. Role-playing and a deliberate sales approach. Good time to self-evaluate and improve methods.