

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
The procedure or method	Understanding people	Listening Open-ended questions	Listening	EX	I enjoyed the class and learned new and exciting ways to improve myself personally and professionally
How to ask the right questions to get the customer to talk more about their problems	It will let me listen more to the customer's needs	To be able to listen more than talk	Closing the sale	EX	This class helped me learn how to be more patient in selling than trying to hurry and close the deal
Be a better salesperson for my employer and customer	It will help me focus and go in with an opened heart and mind	How to apply the steps of success	Listening, be of service to my customers	EX	Jason was engaging conversationalist. Demands a room's attention
That I have an obligation to "be of service" to my customers, not just sell them things	It will help me listen and focus on others, truly hearing them so I can try to meet their needs	A plan helps you be successful and will improve your confidence and close rate	Listening	EX	Very Good information and presentation was interesting, professional and fun! Thanks.
Selling is a method. Follow the track selling system because it is a proven system that has been perfected over the years	Organization – preparation – Becoming more successful and more professional	Steps to follow – This will take perfect practice, dedication and repetition	I would like to see our inside sales team go through this training. It seems that inside sales and outside sales are on different pages	VG	Would have like to have seen a little more empathy for some of the new guys that were struggling
Do the research so you can feel confident in the sales process	Make me more effective in all aspects	Listening is critical People like to talk not listen	I would like to improve my listening skills while answering the customer's "What Will It Do For Me?"	EX	I found all the steps were simple to perform but you must place them in the correct order for the process to be effective
I need to listen more and talk less	In all parts of my life	I need to make a clear plan for my sales calls	To be a better listener, don't just hear them	EX	2 days well spent!
Follow the method. It works	I knew I had lack of planning but didn't know how to fix it. Now I do!	Listen, Act Not React, Compliments help everyone	Be more confident in my approach with strangers. I enjoy people, but sometimes don't know what to say	EX	Very interesting and true. All aspects will work at home life and work.
That I provide a <u>service</u> to my customers – I do not sell to them	If I can solve issues/ concerns of customers & others I can enjoy the emotional and financial rewards.	That I must plan my calls and practice what is going to happen	Qualification of needs and Agreeing on needs	EX	Went through Max Sacks 17 years ago. It was good to do it again. This is a very good course for my profession
Asking open-ended questions to get customer talking so I can listen	I will be a better listener and be in the conversation	Get other person talking, ask open-ended questions, ask for PO#	Work on being in the conversation by listening	EX	Made my brain cells flicker

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Simplicity of having a good plan	Better organized calls knowing who should talk	Step by step approach. Follow the order of things overcoming objections	Agreement on Need did not use this step	VG	One of the many training courses available. Instructor knowledgeable and made it fun. Base idea good, perfect practice would and will make it better
Selling is a process – make it simple	I will plan and have a process in place. This idea will help me to combine my personal life and business together	I have a clearer understanding of how to direct my sales goals, along with my salespeople	Act Not React. Closing the sale	EX	This class gives a salesperson a clear simple direct on how to sell and win.
Forming good questions	Plan – then follow through with the plan	Ask for the PO, listen, ask questions, plan ahead, act not react	Larger bank account due to following these steps or method	EX	Everything was very straight forward for a dumb country boy – good job and thank you
The importance of listening and finding out what the customer wants	People (wife & customers) have things to say, which are important to them. If I care about them It must be important to me	Ask open-ended questions. Practice to become perfect	Find the time to prepare for each sales call, and have an objective for each	EX	Everything that was talked about was shown by you in; Body Language, Inflection, Attitude and Preparation
Don't jump steps. Follow the process	To strategically be organized with a plan	Closing – Ask for the order, Act Not React, Focus on selling the company, Listen, Listen, Listen, Empathize with the customer	Be a better listener	VG	<u>Very Good</u> . Would have liked a more open discussion on overcoming objections besides adding another benefit
Prepare a good plan and a great plan! How much of an impact it can be.	Caring about what someone said and listening (truly) to what they say. Repeating what they say to confirm it!	What % of the verbal & non verbal. Importance of open-ended questions really the 7 steps it was all good	Asking the questions and listening	EX	Explained very well! With understanding to apply to everyday
Selling is a process. Preparation is a key	To help me & the account managers that work for me to be more successful	Act Not React Perfect Practice makes perfect	Listening rather than talking	VG	The presentation is very good. The content is a good reminder of a lot of things that should be done everyday
Good communication is key to everything we do. Verbal, non-verbal, listening. No matter what your method is if you are not a good communicator it will be for not	“Wherever you are, be there.” Make communicating with the person in front of you your focus	Have a plan for the call. Do not “just touch base”. Ask for the sale. Close the deal. <b>Serve</b> the customer. Listen to his/her needs.	Be a better listener	EX	Covered a lot of things I had not thought about. Was not “scripted”. Made sense to me. Challenged me to improve without criticizing me for what I have done in the past.
Make plan for sales call, have objective, ask questions	Better communication with family and meet goals.	Ask for order. A lot of ideas to work in personal life also	Better sales plan. Make list of questions	EX	Brought new light to the sales process. I think we react a lot recently

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Selling is a method	Do more listening & asking intelligent questions	People buy with emotion, Act not React, Visual, visual, visual, listen, perfect practice makes perfect	The whole selling process being new I gained a wealth of info from this course	VG	Made me think both days, always had my attention