

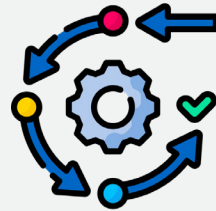
SO YOU'RE NEW TO SALES

TIPS TO FOLLOW WHEN STARTING OUT IN SALES

BUILDING CONFIDENCE

Confidence becomes less about luck and more about preparation, consistency, and experience.

Confidence is built through action.



BEHAVIOURS THAT DAMAGE TRUST

Misleading a customer may protect a conversation temporarily, but eventually the truth surfaces. And when a customer suffers because they were misled, trust becomes extremely difficult to rebuild.



COMMUNICATION HABITS EVERY NEW REP SHOULD DEVELOP

Pick up the phone. Many new reps hide behind email because it feels safer. But phone calls:

- Build stronger connection faster
- Create more personal interaction
- Help relationships grow

FOLLOW UPS IMPORTANCE

Organization matters. When you track your communication properly, you free up mental energy and reduce the risk of opportunities slipping away. Consistency in follow-up

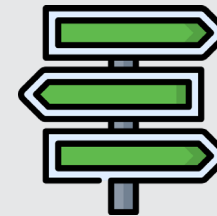


FOLLOW UP TOOLS

- Follow-up schedules
- Calendar reminders
- Notes systems
- CRM tasks

SIGNS A CUSTOMER IS SERIOUS

- Respond consistently
- Return calls or emails
- Ask thoughtful questions
- Engage in two-way conversation
- Request details about the process

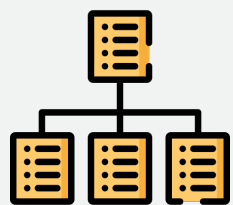


RESPONDING TO "I NEED TO THINK ABOUT IT"

- What timeline they are working with
- Whether another event or milestone is delaying the decision
- When it makes sense to reconnect



SYSTEMS THAT KEEP YOU CONSISTANT



One of the most important tools in modern sales is the CRM.

- Set reminders
- Stay organized
- Prioritize opportunities
- Track activity
- Document conversations
- Capture important details

NEVER ASSUME. EVERY CUSTOMER IS DIFFERENT

You should be asking:

- How does your process currently work?
- What challenges are you experiencing?
- What matters most to you?
- What would make this solution successful?

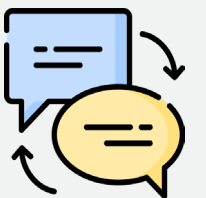


RECOVERING FROM AWKWARD CONVERSATIONS

Reset the energy. Move to another topic. Look for:

- Sports Memorabilia
- Awards
- Photos
- Hobbies

When customers feel comfortable, conversations become more authentic.



Handle challenges honestly • Care deeply about customers • Follow up consistently • Keep moving forward after rejection • Continue learning • Stay organized