

TeleSmart 10 Skill Ranking

Phase 1		Phase 2		Phase 3	
1 - Time Management		4 - Questioning		7 - Presenting	
Strategy		Questioning Order		Presentation Confidence	
Self-discipline		Questioning Strategy		Presentation Ground Rules & Tips	
Organization		Question Formulation		Your Presentation Blueprint	
Planning and Prioritization		Questioning Style and Techniques		Presenting Against the Competition	
Working Smart		Qualification Criteria		Holding Your Ground in a Wobbly Market	
Saying No				Quick Value Pitches	
Momentum & Pacing					
2 - Introduction		5 - Listening		8 - Handling Objections	
Tone		Questioning Techniques that Dig for Pain		Objections Radar	
Word Choice; Strong vs. Weak Words		Precision Questioning & Paraphrasing		Why Salespeople Create Objections	
Pacing		Listening with Happy Ears		Why Salespeople and Customers Resist	
Organization and Content		Listening Style & Bad Habits		Silent and Spoken Objections	
Email Messaging- Tone		Aligning with Difficult TelePersonalities		Proactively Handling Objections	
Email Messaging- Word Choice		Note-Taking; Documentation		Email Objections	
Voicemail- 40-second commercial					
Phone & Written Alignment and Attributes					
3 - Navigation		6 - Linking		9 - Closing	
Building Org Charts		Political Org Chart		Funnel Analysis	
Pros & Cons of Calling High		Authority/Influence Matrix		Closing Techniques and Approaches	
Engaging Gatekeepers		Power Clues & Influence Clues		Creating Urgency and Compelling Events	
Gatekeeper Tips & Guidelines		Questioning Up the Pain Chain		Closing Checklist	
Navigating; Gaining Access		Levels of Buy/Sell Relationship		Establishing Closing Momentum Throughout the Month	
Opening Statement Traps & Rules				Negotiating Tactics	
Opening Statements Dos & Don'ts				Negotiating; What's your best price? Scenario- Give to Get Model	
				10 - Partnering	

Phase 1		Phase 2		Phase 3	
					Rate your Partnership
					Partner Readiness
					Strategic Alliances
					Bringing Value to Partnerships
					Field Friends
					Team Selling Push-back Scenarios
					Designing Partnering Contracts and Agreements

Put appropriate number by corresponding skill:

- 1 Poor
- 2 Needs Improvement
- 3 Good
- 4 Very Good
- 5 Excellent