

Typical Questions in the Buyer's Mind

D	I	S	C
What does it cost?	How flexible is the price?	Why should I switch now?	Is this a proven product?
When can I get it?	Is there a payment plan?	What if it doesn't work for me?	What is your warranty?
Is this the latest version?	Who else is doing this?	What is its track record or history?	How does this compare to others?
Is this your best model?	Can we discuss this over coffee?	Is this all I need, or are there add-ons?	This isn't a new idea, is it?
Can I change or upgrade it?	What's in it for me to do this?	How good is your warranty?	How are your people qualified?
How do I know you're telling me the truth?	How will doing it make me look good?	My supplier gives good service - why should I change?	How long has your company been in business?

Seller's Closing Techniques

D	I	S	C
Provide a choice between two options, both of which are favorable, but offer this customer a sense of control.	Close quickly, providing a choice between two or three options, each of which will result in this customer feeling good about saying "YES" to the sale.	Offer a chance to try it personally before making a decision, and involve their family or team in its usefulness and benefits.	Recommend an opportunity to test its suitability in the environment where it will be used. Acknowledge and affirm your customer's criteria.
Take choice away by suggesting that it may be out of their budget, or that they may not be "quite ready" for all its benefits at this time.	Paint a picture of acknowledgement and recognition, based on their success in making this good decision.	Ask for a small, no-risk deposit that will help you hold the product, or deal, so they can give themselves time to think about it.	Suggest a small, no-risk deposit that will freeze the terms while they take time to check the supplied information.

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Pre-Employment Screening <i>Hourly/Entry-level</i>	Employee Selection <i>Hourly - Entry-level - Salaried - Executive</i>	Training and Development <i>Team Building - Management - Leadership</i>	Performance Management <i>Competency Identification Employee Evaluation</i>
CriteriaOne Interview Assistant	CriteriaOne DISC Style Indicator Manager Staff Sales	CriteriaOne DISC Style Indicator Manager Staff Sales	CriteriaOne Integrated Performance Management System Performance Based Bonus System 360 Evaluation
FirstView Job Fit Indicator 15 different positions	Business Values and Motivators	Business Values and Motivators	Janus Performance Management System
CriteriaOne Interview Assistant	CriteriaOne Interview Assistant	Management Effectiveness Profile	Management Effectiveness Profile
Select Associate System Over 20 different version	TotalView Assessment System Selection Coaching Succession Planning	Insight Inventory Individual Team Building Insight to Selling	PS Leader
Structured Behavioral Interviews		Managerial Assessment of Proficiency	
		Managing to Excel Supervisory Training	

For a FREE** Personalized CriteriaOne DISC Assessment, contact us today.

** Offer limited to owners, presidents, senior executives, human resources managers/directors, hiring managers

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