

Sales etips



info@leadershipconnections.com

Protect Your Time.

Protect your time, without appearing to be unhelpful, by saying “no” without using the word. When customers call with requests, everyone wants to give prompt service but realize not everything is an emergency. You can say, “I am tied up with a current obligation. Is this an emergency, or is it okay if I

take care of it tomorrow afternoon, (name a specific time)? Will that work, or do I need to get customer service on this immediately?” Alternately, you can say, “I have ten minutes now that I can help you, or if we need more than that can we schedule another time to work on this?” Sometimes you can explain what you would have to eliminate to meet the request when they come from superiors and colleagues. For example: “I’d like to help plan the meeting, but I would have to cancel my new-client meetings in Detroit.”

“Time is the scarcest resource and unless it is managed nothing else can be managed.” -

Peter Drucker

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303 462 1277