

**8 key elements
of CustomerCentric
Selling**



Engage in
conversations with
your customers to
discover a problem
you can solve.



Ask relevant questions
instead of offering an
opinion.



Cultivate a
relationship and focus
on solutions to your
customer's problems.
Gain their trust.



Target decision-makers
instead of end users.



Promote product
usage rather than
features. Relate the
product to their
situation.



Build relationships to
garner quality sales
rather than focus on
sales numbers.



Adjust your sales
cycle to follow the
buyer's timeline, not
your own quota
timeline.



Empower customer
to buy the solution
that meets their
needs, not to
purchase your
product.

Customercentric Selling

Michael T. Bosworth



Customercentric Selling:

CustomerCentric Selling, Second Edition Michael T. Bosworth, John R. Holland, Frank Visgatis, 2009-12-18 The Web has changed the game for your customers and therefore for you Now CustomerCentric Selling already recognized as one of the premier methodologies for managing the buyer seller relationship helps you level the playing field so you can reach clients when they are ready to buy and create a superior customer experience Your business and its people need to be CustomerCentric willing and able to identify and serve customers needs in a world where competition waits just a mouse click away Traditional wisdom has long held that selling means convincing and persuading buyers But today s buyers no longer want or need to be sold in traditional ways CustomerCentric Selling gives you mastery of the crucial eight aspects of communicating with today s clients to achieve optimal results Having conversations instead of making presentations Asking relevant questions instead of offering opinions Focusing on solutions and not only relationships Targeting businesspeople instead of gravitating toward users Relating product usage instead of relying on features Competing to win not just to stay busy Closing on the buyer s timeline instead of yours Empowering buyers instead of trying to sell them What s more CustomerCentric Selling teaches and reinforces key tactics that will make the most of your organization s resources Perhaps you feel you don t have the smartest internal systems in place to ensure an ideal workflow Perhaps as is all too common you lack identifiable systems almost entirely From the basics and beyond of strategic budgeting and negotiation to assessing and developing the skills of your sales force you ll learn how to make sure that each step your business takes is the right one

The CustomerCentric Selling® Field Guide to Prospecting and Business Development: Techniques, Tools, and Exercises to Win More Business Gary Walker, 2013-03-26 The Proven Approach to Prospecting for the Long Sales Cycle It s a fact 92 percent of C level executives never respond to e mail blasts or cold calls so why would you continue to rely on these approaches to generate new business If you re like most sales professionals it s time to transform your selling method by listening rather than talking and by asking questions rather than stating opinions In short you need to be customer centric This revolutionary new guide will show you how The CustomerCentric Selling Field Guide to Prospecting and Business Development gives you the tools and methods necessary to refocus your energy from blindly delivering sales pitches to developing lasting relationships with profitable clients This clear concise and proven effective field guide covers The six steps to prospecting success Calculating pipeline strength and requirements Successfully engaging decision makers at the point of need Ways to develop and deliver a sales ready message How to leverage relationships through social networking The CustomerCentric Selling Field Guide to Prospecting and Business Development provides the tools you need to improve prospecting and business development effectiveness Most important it helps you increase productivity win more business and develop lasting relationships with your ideal customers [Summary: Customer Centric Selling](#) BusinessNews Publishing, 2013-02-15 The must read summary of Michael Bosworth and John Holland s book Customer Centric Selling The

Message Driven Sales Process This complete summary of the ideas from Michael Bosworth and John Holland's book Customer Centric Selling shows how marketers and salespeople should work together to achieve more Customer centric selling is a system where salespeople and marketers come together and use sales ready messages to help customers visualise a product and how it can satisfy their needs The authors share the 8 critical aspects that you will need to master in order to communicate these messages to your customers Added value of this summary Save time Understand key concepts Increase your business knowledge To learn more read Customer Centric Selling and find out how you can create sales ready messages that will dramatically increase your sales figures

Customer-Centric Selling Vers 2A Jeff Krawitz,2022-09 Over the years I developed and evolved the Consultative Sales Model that is the basis of this book It all started with that presentation to my new direct reports at AMD and my desire to get inside their heads Chris Anderson owner of the TED conferences clearly emphasizes this point So language works its magic only to the extent that it is shared by the speaker and listener And there's the clue to how to achieve the miracle of re-creating your idea in someone else's brain You can only use the tools that your audience has access to If you start only with your language your concepts your assumptions your values you will fail So instead start with theirs It's only from that common ground that they can begin to build your idea inside their minds 1 That is the essence of customer centric consultative selling I have worked for the past four decades to discover and refine what it takes to be truly customer centric in business I

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enhance the words and behaviors of their colleagues CustomerCentric Selling™ shows salespersons how to differentiate themselves and their offerings by appealing to customer needs steering away from making one way presentations and toward having meaningful and goal oriented conversations Currently offered in workshops and seminars around the world its program provides step by step directions to help sales professionals Transform sales calls into interactive conversations Position their offerings in relation to buyer needs Facilitate a more consistent customer experience Achieve shorter sales cycles Integrate sales and marketing into a cooperative cross functional team CustomerCentric Selling™ details a trademarked sales process that incorporates dozens of elements skills and sequences into a coherent and proven methodology By teaching a specific yet innovative model for selling big ticket often intangible products and services it shows sales professionals and executives how to make the seller buyer relationship far less adversarial and take selling to a higher level

Customer-Centric Selling Jeff Krawitz,2022-09 **Customer Centred Selling** Rob Jolles,2012-12-11 For almost two decades tens of thousands of sales people have learned the lessons presented here by Xerox trainer Robert L Jolles The secret Jolles reveals is reversing the conventional selling practice You must focus first on your customer s needs and decision making process instead of on the selling practice Jolles provides a systematic approach that teaches you to anticipate and influence customer behaviour as the customer moves through an eight stage decision cycle Only after you understand the steps of this decision cycle Jolles cautions are you prepared to match it to your selling cycle At the heart of these lessons is the simple but brilliant role reversing concept of taking an idea and planting it in the mind of your customer making the customer believe he or she thought of it first Jolles teaches a repeatable predictable selling process that can be adapted or modified to fit any experience that requires the skills of persuasion The book includes a series of case studies activities and exercises that enable you to better understand the principles being taught so you can immediately apply them to your own unique scenarios

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Trust-Based Selling (PB) Charles H. Green,2005-12-08 Sales based on trust are uniquely powerful Learn from Charles Green co author of the bestseller The Trusted Advisor how to deserve and therefore earn a buyer s trust Buyers prefer to buy from people they trust However salespeople are often mistrusted Trust Based Selling shows how trust between buyer and seller is created and explains how both sides benefit from it Heavy with practical examples and suggestions the book reveals why trust goes hand in hand with

profit how trust differentiates you from other sellers and how to create trust in negotiations closings and when answering the six toughest sales questions Trust Based Selling is a must for anyone in sales is especially invaluable for sellers of complex intangible services Customer-centric Selling ,2010 **Customer-Centric Selling** Jeff Krawitz,2020-04 *Building the Customer-Centric Enterprise* Claudia Imhoff,Lisa Loftis,Jonathan G. Geiger,2001-02-19 Strategies for leveraging information technologies to improve customer relationships With E business comes the opportunity for companies to really get to know their customers who they are and their buying patterns Business managers need an integrated strategy that supports customers from the moment they enter the front door or Web site right through to fulfillment support and promotion of new products and services Along the way IT managers need an integrated set of technologies from Web sites to databases and data mining tools to make all of this work This book shows both IT and business managers how to match business strategies to the technologies needed to make them work Claudia Imhoff helped pioneer this set of technologies called the Corporate Information Factory CIF She and her coauthors take readers step by step through the process of using the CIF for creating a customer focused enterprise in which the end results are increased market share and improved customer satisfaction and retention They show how the CIF can be used to ensure accuracy identify customer needs tailor promotions and more

Selling Power ,2007 The Sales Growth Imperative: How World Class Sales Organizations Successfully Manage the Four Stages of Growth David J. Cichelli,2010-11-12 Can you handle SUCCESS With business growth come great things larger market share increased revenue happy shareholders However sustaining revenue growth is seldom easy Sales departments must quickly and seamlessly change sales strategies and tactics to grow sales Unfortunately sales departments are often ill equipped to make the right changes at the right time At long last a solution to this common problem is at hand It s called the Sales Growth Model™ Created by David Cichelli and his team at the Alexander Group a leading sales effectiveness consulting company the Sales Growth Model explains how to keep sales results improving during all phases of market maturity In The Sales Growth Imperative Cichelli uses his game changing approach to help you anticipate impending challenges and take the right action enabling the growth to continue and the sales department to flourish He shows you the four stages of business growth and illustrates the challenges of each one STAGE 1 START UP Growth at an accelerating rate Challenges adding additional selling capacity STAGE 2 VOLUME GROWTH Growth at a declining rate Challenges finding new customers keeping current ones and launching new products STAGE 3 RE EVALUATION Little to no growth Challenges price management and cost reduction STAGE 4 OPTIMIZATION Profitable revenue growth Challenges new value proposition reaching new markets and specialization As growth rates change new sales solutions are necessary You need to anticipate and execute your own successful sales strategy accordingly Don t let growth become an obstacle to success the culmination of 30 years of experience consulting for such companies as FedEx Verizon American Express HSBC and Starbucks the Sales Growth Model is the only way to ensure smooth sailing through the surprisingly troubled waters of success David s expertise

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(2nd Edition). Michael T. Bosworth,2000

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