

Temperament/Disposition

Temperament/Disposition looks at your internal want or desire to find value and enjoyment through your relationships with other people in general and also looks at how "comfortable" you are at being in a sales situation. It asks the question: "How well do you operate on an open, 'information sharing' basis with old and new sales contacts around you?"

1. Introduces self confidently when meeting a new person.

N/A Almost never Occasionally Frequently Very frequently Almost always

2. Engages in as much small talk as is necessary to help people feel comfortable.

N/A Almost never Occasionally Frequently Very frequently Almost always

3. Tries to learn something about a new person before having a conversation or discussion.

N/A Almost never Occasionally Frequently Very frequently Almost always

4. Is good at "reading" other people.

N/A Almost never Occasionally Frequently Very frequently Almost always

5. Is at ease in groups of people.

N/A Almost never Occasionally Frequently Very frequently Almost always

6. Notices how others are feeling.

N/A Almost never Occasionally Frequently Very frequently Almost always

7. Is good at empathizing with people.

N/A Almost never Occasionally Frequently Very frequently Almost always

8. Actively demonstrates that harmony and friendship are important.

N/A Almost never Occasionally Frequently Very frequently Almost always

9. Builds trust by being reliable and sincere.

N/A Almost never Occasionally Frequently Very frequently Almost always

10. Is comfortable making small talk with people.

N/A Almost never Occasionally Frequently Very frequently Almost always

11. Cares about people.

N/A Almost never Occasionally Frequently Very frequently Almost always

12. Makes sure that deeds match words.

N/A Almost never Occasionally Frequently Very frequently Almost always

Organizational Skills

Organizational Skills looks at how well you use organizational and prioritization systems to efficiently and successfully sell to your sales contacts or prospects. It asks the question: "How effectively do you organize yourself and the information you gather about people to whom you intend to sell in order to maximize your chances of success?"

13. Uses a formal daily or weekly system to call or follow up with people.

N/A Almost never Occasionally Frequently Very frequently Almost always

14. Maintains a manual or computerized database of all sales contacts.

N/A Almost never Occasionally Frequently Very frequently Almost always

15. Makes a list of things to do each day.

N/A Almost never Occasionally Frequently Very frequently Almost always

16. Can quickly find the name, address, and phone number of all contacts and prospects.

N/A Almost never Occasionally Frequently Very frequently Almost always

17. Checks names off a daily sales contact list when the call has been made.

N/A Almost never Occasionally Frequently Very frequently Almost always

18. Schedules time to read about upcoming events or opportunities to sell.

N/A Almost never Occasionally Frequently Very frequently Almost always

19. Follows through on promises and commitments.

N/A Almost never Occasionally Frequently Very frequently Almost always

20. Systematically organizes and files business cards.

N/A Almost never Occasionally Frequently Very frequently Almost always

21. Paces self to ensure that sales targets or deadlines are met.

N/A Almost never Occasionally Frequently Very frequently Almost always

22. Quickly follows up on committed actions with notes, letters, e-mails, etc.

N/A Almost never Occasionally Frequently Very frequently Almost always

23. Has and uses a good follow-up system for interesting new contacts or prospects.

N/A Almost never Occasionally Frequently Very frequently Almost always

24. Is highly organized.

N/A Almost never Occasionally Frequently Very frequently Almost always

Active-Listening Skills

Active-Listening Skills looks at how well you listen to, and successfully process your sales prospect's or customer's messages (both verbal and non-verbal) before you respond. It asks the question: "How attentive or empathetic are your listening habits in ensuring that you've fully appreciated the customer's entire communication?"

25. Avoids interrupting before an individual has finished speaking.

N/A Almost never Occasionally Frequently Very frequently Almost always

26. Makes sure to be in the right frame of mind for all important sales discussions.

N/A Almost never Occasionally Frequently Very frequently Almost always

27. Often paraphrases to test interpretation of what has been said.

N/A Almost never Occasionally Frequently Very frequently Almost always

28. Ensures that own body language is conducive to active listening.

N/A Almost never Occasionally Frequently Very frequently Almost always

29. Listens enthusiastically and positively.

N/A Almost never Occasionally Frequently Very frequently Almost always

30. Avoids trivializing the ideas or views expressed by other people when talking with them.

N/A Almost never Occasionally Frequently Very frequently Almost always

31. Looks people in the eye and regularly nods to demonstrate understanding.

N/A Almost never Occasionally Frequently Very frequently Almost always

32. Fully focuses attention and concentrates on what is being said.

N/A Almost never Occasionally Frequently Very frequently Almost always

33. Allows people to finish what they are saying without interrupting.

N/A Almost never Occasionally Frequently Very frequently Almost always

34. Is calm and patient in sales conversations and discussions.

N/A Almost never Occasionally Frequently Very frequently Almost always

35. Takes in information via several different "channels".

N/A Almost never Occasionally Frequently Very frequently Almost always

36. Is an effective and patient listener.

N/A Almost never Occasionally Frequently Very frequently Almost always

Communication Skills

Communication Skills looks at the extent to which you listen and feed back to your contacts in order to build the quality and depth of all your sales relationships. It asks the question: "How effectively do you give and receive from your sales contact network in order to establish efficient communication channels?"

37. Uses multiple channels to get sales messages across to people.

N/A Almost never Occasionally Frequently Very frequently Almost always

38. Trusts and follows personal intuition about people and relationships.

N/A Almost never Occasionally Frequently Very frequently Almost always

39. Maintains good eye contact with people when communicating.

N/A Almost never Occasionally Frequently Very frequently Almost always

40. Is highly conscious of the specific needs of each "audience".

N/A Almost never Occasionally Frequently Very frequently Almost always

41. Communicates in a pace and a way that is comfortable for others.

N/A Almost never Occasionally Frequently Very frequently Almost always

42. Immediately calls to follow up on new sales contacts.

N/A Almost never Occasionally Frequently Very frequently Almost always

43. Is gracious and courteous in all dealings with people.

N/A Almost never Occasionally Frequently Very frequently Almost always

44. Is a warm and open person with whom to have a conversation.

N/A Almost never Occasionally Frequently Very frequently Almost always

45. Demonstrates complete integrity in all personal interactions.

N/A Almost never Occasionally Frequently Very frequently Almost always

46. Gives open and honest information when asked directly by customers.

N/A Almost never Occasionally Frequently Very frequently Almost always

47. Will initiate conversations with complete strangers.

N/A Almost never Occasionally Frequently Very frequently Almost always

48. Is up-to-date and well informed.

N/A Almost never Occasionally Frequently Very frequently Almost always

Relationship-Nurturing Ability

Relationship-Nurturing Ability looks at the extent to which you sincerely and enthusiastically invest your time and effort into building and growing your relationships with your sales contacts. It asks the question: "How well do you nurture your relationships with your contacts and prospective customers to develop high levels of warmth, empathy, and mutual trust?"

49. Uses a variety of careful approaches to understand a sales contact.

N/A Almost never Occasionally Frequently Very frequently Almost always

50. Carefully observes people's facial expressions and hand movements during discussions.

N/A Almost never Occasionally Frequently Very frequently Almost always

51. Picks up on other people's non-verbal clues and signals.

N/A Almost never Occasionally Frequently Very frequently Almost always

52. Reintroduces self to contacts to prevent any embarrassment.

N/A Almost never Occasionally Frequently Very frequently Almost always

53. Understands that a sales contact's feelings and emotions sometimes communicate better than words.

N/A Almost never Occasionally Frequently Very frequently Almost always

54. Shows genuine interest when contacts are speaking, whatever the subject or topic.

N/A Almost never Occasionally Frequently Very frequently Almost always

55. Follows through on commitments.

N/A Almost never Occasionally Frequently Very frequently Almost always

56. Tries to develop a relationship with each new contact.

N/A Almost never Occasionally Frequently Very frequently Almost always

57. Is comfortable initiating contact with quiet or introverted people.

N/A Almost never Occasionally Frequently Very frequently Almost always

58. Can be fully trusted to keep a confidence.

N/A Almost never Occasionally Frequently Very frequently Almost always

59. Remembers key contacts' important dates and anniversaries.

N/A Almost never Occasionally Frequently Very frequently Almost always

60. Summarizes what is heard in a sales conversation to ensure maximum clarity.

N/A Almost never Occasionally Frequently Very frequently Almost always

Exceeding Customer Expectations Skills

Exceeding Customer Expectations Skills looks at the extent to which the individual has an "environmental radar" tuned to the economy, competitors, the market, and customers to guide their day-to-day actions. It asks the question: "How well do you listen to external sources of information and work across functions, departments, and teams to help offer sales service excellence to your customers?"

- 61.** Understands the market and keeps up-to-date with competitor activity.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 62.** Keeps abreast of new or leading-edge business thinking.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 63.** Has in-depth understanding about all key stakeholder groups and their changing needs.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 64.** Provides clear guidance to customers about what to expect and how best to get it.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 65.** Continually improves processes to meet and exceed customer expectations.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 66.** Has a clear vision of what service excellence should look like.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 67.** Compares process performance and results with best-in-class external organizations.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 68.** Actively seeks formal and informal feedback from customers.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 69.** Systematically collects customer comments and categorizes them for later analysis.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 70.** Tries to improve processes by carefully listening to customers.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 71.** Actively seeks to exceed standards for achieving future excellence in customer service.
- N/A Almost never Occasionally Frequently Very frequently Almost always
- 72.** Clearly understands where technology can play an important role in improving the sales value proposition.
- N/A Almost never Occasionally Frequently Very frequently Almost always

Drive and Persistence Skills

Drive and Persistence Skills looks at the extent to which your sales contact relationship building efforts remain constant and relentless through obstacles and time. It asks the question: "With how much tenacity do you develop your personal sales network and drive toward better outcomes through people?"

73. Has the courage of his or her convictions.
 N/A Almost never Occasionally Frequently Very frequently Almost always

74. Believes that spending a lot of time connecting with people pays great dividends.
 N/A Almost never Occasionally Frequently Very frequently Almost always

75. Is passionate about what people can achieve together.
 N/A Almost never Occasionally Frequently Very frequently Almost always

76. Actively shows that relationship building has to be a life-long commitment.
 N/A Almost never Occasionally Frequently Very frequently Almost always

77. Does not easily take "no" for an answer.
 N/A Almost never Occasionally Frequently Very frequently Almost always

78. Shows that when the going gets tough, we should keep going, no matter what.
 N/A Almost never Occasionally Frequently Very frequently Almost always

79. Asks for referrals from every sales contact.
 N/A Almost never Occasionally Frequently Very frequently Almost always

80. Focuses the most time on activity that adds value for customers.
 N/A Almost never Occasionally Frequently Very frequently Almost always

81. Is results oriented.
 N/A Almost never Occasionally Frequently Very frequently Almost always

82. Demonstrates that a healthy sales network needs constant renewal and updating.
 N/A Almost never Occasionally Frequently Very frequently Almost always

83. Is tenacious.
 N/A Almost never Occasionally Frequently Very frequently Almost always

84. Demonstrates that little can be achieved without enthusiastically forming customer relationships.
 N/A Almost never Occasionally Frequently Very frequently Almost always