

Tables

This assessment is based on the responses given in the Extended DISC® Behavioural Assessment Questionnaire. This assessment should not be the sole criterion for making decisions about this team. The purpose of this report is to provide supporting information both for the manager and the team members in team development.

(Group Name)

Organisation:

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(Organisation)**13.06.2022****Introduction to the FinxS® Sales 18 Team Report:**

This FinxS® Sales 18 Team Report is specifically intended to be used with your FinxS® Sales Competence Assessment. It is designed to help you to better understand and further develop the skills your sales team needs to successfully perform the 18 critical competences for sales success as measured in the FinxS® Sales Competence Assessment.

How to use the FinxS® Sales 18:

This assessment identifies the natural, hard-wired DISC behavioural tendencies in the same 18 competences of sales success to allow you to uncover the similarities and differences between your sales team's natural behavioural style and current level of competence as measured by FinxS® Sales Competence Assessment. Each of the 18 competences is deconstructed into individual behavioural competences to allow for a clear identification of the unique sales strengths and development areas.

Every behavioural competence has an expectation score of "5". No one will ever score a "5" on every competence. Rather, the expected scores are the ideal, or target, scores that are compared against team members' natural behavioural styles.

Finally, it is highly recommended that you review the results with a professional facilitator or sales coach who has been trained to interpret this FinxS® Sales 18 together with your FinxS® Sales Competence Assessment before you go through the results with your team. They have been professionally trained to interpret both assessments and the consequences of your combined results to develop a clear roadmap to success.

**Disclaimer:**

FinxS® Sales 18 results should never, and in no circumstances, be used as the sole criterion to make decisions. It is not designed, and cannot be used, to make "yes-no" hiring decisions. One must always consider many other factors, such as skills, attitudes, intelligence, knowledge, education, and experience that are not measured by this assessment.

(Group Name)

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Prospecting - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Taking control of the sales call by moving sales process forward			1	1	1				1	1	0.60
Taking initiative to develop new sales opportunities (prospecting)			1	2					1	1	0.40
Taking initiative			1		2			1		1	0.60
Having the courage to propose what to do			1	1	1				1	1	0.60
Selling one's own ideas to others			1		1	1	1			1	0.80
Actively asking questions and proposing new ideas to a customer					1	3				1	1.40
Actively networking			2			1	1		1		0.20
Selling themself constantly			2		1			1		1	0.20
Cold calling to book sales appointments on phone			2			1	1		1		0.20
Actively and promptly contacting a customer			2			2			1		0.00
Inspiring people to buy into a concept before all data is fully processed			2		1			1		1	0.20
Selling the idea to people that they need a change			1	1	1		1			1	0.20
Actively promoting new ideas				2	1		1		1		0.20
Keeping the conversation with a customer alive			1	1	1		1		1		0.00
Developing new ideas and solutions quickly in a sales meeting				2	2					1	0.60

Prospecting - Definition

Active searching of new potential, qualified customers to ensure there is always sufficient opportunities to create new business. Among the prospecting activities are cold calling, asking for referrals, cultivating existing cold leads, and networking.

A team with a high average match score

A sales team with a high average match score is eager to look for and contact new prospects. They focus on gaining new market share by traditional "footwork"; contacting, contacting, and contacting prospects. There are lots of new ideas created and tested, and plenty of active communication to potential customers.

A team with a low average match score

A sales team with a low average match score pays attention to the existing clients and/or support and admin activities, over actively looking for and making contact with prospects. They are good at reacting to the needs of existing customers and usually prefer the familiar ways of doing things.

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Qualifying - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Asking detailed questions to increase understanding of the big picture			1	1	2					1	-0.40
Requiring all the details as well as being able to make quick decisions	1			1		1	1			1	0.40
Complex selling that requires a custom product solution	1			1		1	1			1	0.40
Knowing when to analyse and when to act	1	1				1			1	1	0.60
Focusing only on the essential information			1	1			1	1		1	1.00
Focusing on the goal and not on being liked	1	1					1		2		0.60
Willing to ask tough questions of prospects and clients	1			1		1			2		0.60
Qualifying prospects by asking direct questions			1	1		1	1			1	0.60
Asking questions to understand details and the big picture		1			1	1	1			1	0.80
Identifying and bringing up major development needs				2	1			1		1	0.60
Understanding how one's own work affects the overall business result			1	1		1	1			1	0.60
Connecting data with goal and learning what needs to be done next			2			1			1	1	0.80
Breaking complex problems into sequential parts				2		1			1	1	1.20
Paying attention to the logic in what is being said					1	2	1			1	1.60
Finding out what the customer needs by asking questions						3	1			1	2.00

Qualifying - Definition

The systematic process of carefully verifying whether or not a prospect is willing and able to buy.

A team with a high average match score

A sales team with a high average match score is very creative in understanding where and how they can reach prospects with the highest business potential. They ask the right questions and do not waste time with prospects that will never become good clients. Their sales per customer are high, and they lose very few clients.

A team with a low average match score

A sales team with a low average match score is eager to share information with a large number of prospects; they contact many and "spread the word". They provide prospects with the information they ask for. The prospects generally like them as they do not push them but give time to decide.

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Building Rapport - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Sharing information openly with a customer				3					2		0.40
Discussing details positively in a supporting manner			1	2						2	0.60
Providing detailed help after carefully listening to exact needs				3					1	1	0.60
Striving for long-term customer relationships				2	1					2	1.00
Treating everyone in a polite manner			1	1	1					2	0.80
Communicating in a compelling and positive way				1	1	1		1	1		1.00
Taking care of customer needs				2		1				2	1.40
Conversing with a customer in a courteous way				2		1				2	1.40
Listening to the prospect's / customer's needs				2		1				2	1.40
Taking care of the customer and creating goodwill		1	1					2	1		1.00
Discussing and taking care of customer needs				2	1					2	1.00
Follow-up and familiarisation				2		1				2	1.40
Maintaining customer-focused attitude				2	1					2	1.00
Being flexible with customers				2		1				2	1.40
Asks for the input and ideas of others					1	2	1		1		1.40

Building Rapport - Definition

Creating, developing and maintaining an open and trusting atmosphere for honest communication and sharing of information.

A team with a high average match score

A sales team with a high average match score is well-liked by their clients. Communication goes well in both ways, and the clients trust the salespeople and their organisation. They can use their clients as a referral and or as a testimonial. They do not need to pay any special attention to increasing client loyalty.

A team with a low average match score

A sales team with a low average match score tends to consider their clients only as sources of income. They are not overly flexible with clients but are inclined to have "take it or leave it" attitude. They will probably achieve the maximum client margins, and the sales team does not waste time on unnecessary communication with clients.

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Following the Sales Process - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Methodically following the sales process			1	1	1		1		1		0.00
Systematically managing long and complex sales cycle			1	2			1		1		-0.20
Very systematic and focused on the exact topic in hand			1	2			1	1			-0.40
Managing long and complex sales cycle				3			1		1		0.00
Covering all the steps when providing client with information				3					1	1	0.60
Conducting repetitive tasks efficiently				2			1	1	1		1.00
Following of a process in a steady and exact way	1	1				1			2		0.40
Following a step-by-step plan to achieve the goals		2						1	1	1	1.20
Preferring routines in a "day-to-day" life		1	1		1				2		0.80
Consistently following the sales process		2				1			2		0.60
Systematic approach to acquiring new clients (prospecting)		2				1			2		0.60
Having patience to complete a task		2				1			2		0.60
Managing long and complex sales cycle with persistent follow-up			2	1				1		1	0.60
Pleasant in doing routine work and helper of others			2		1				1	1	1.20
Staying on task till completion				2	1	1				1	1.20

Following the Sales Process - Definition

Dutiful and diligent following of a systematic sales process to increase the success of the sales efforts.

A team with a high average match score

A sales team with a high average match score provides their manager with the opportunity to plan ahead, even in fine detail. You can expect things to happen as planned. There will be very few occasions when the manager has to step in and take corrective actions. There is a minimum need to create additional controls as the sales team is likely to do the reporting as they are expected to do.

A team with a low average match score

A sales team with a low average match score is quick to adjust to changing circumstances. They are constantly alert to changing directions, and value reaching the goal in a way they have never tried before. Prospects may, at best, view them as very adjusting and eager to negotiate a deal. They do not let rules and bureaucracy prevent them from reaching the deal.

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Goal Orientation - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Focusing only on goals, facts and details			1		2	1			1		0.00
Demanding goal-setter		2					1		2		0.40
Being strongly driven by goals		2			1					2	0.20
Focusing on the goal and not on being liked by the prospect		1		1		1			2		0.60
Seeking to continually improve the business performance		1		1		1	1		1		0.20
Analysing strong and weak approaches to a problem		1		1		1			2		0.60
Demonstrating resilience in overcoming obstacles to meet and exceed goals		1	1			1			1	1	0.60
Monitoring the execution of action plans and taking immediate action when needed		1		1		1	1			1	0.40
Showing courage to stand up against opposition to promote change			1	1		1	1			1	0.60
Focusing on the next step and how to proceed			1	1	1				1	1	0.60
Aggressively leading the customer toward close				1	1	1			1	1	0.60
Strongly encouraging a prospect to take action				1	2				1	1	0.40
Moving the sales process forward to achieve one's goal from it			2	1						2	0.40
Being future-focused, wanting to shape the future			1	1		1		1		1	0.80
Brief, goal-oriented customer contacts			2		1				2		0.20

Goal Orientation - Definition

Disposition towards developing and demonstrating ability to achieve higher levels of performance and success.

A team with a high average match score

A sales team with a high average match score responds well to high targets. They require some freedom to achieve the targets, as well as some reward combined with the opportunity to reach for even higher goals. The team is self-managing and only needs a direction from the manager. Internal competition can be used as an extra motivator.

A team with a low average match score

A sales team with a low average match score has the patience to serve the clients. They base their actions more on long-term relationships than immediate financial results. They are likely to work together, sharing information and positively responding to working together on sales projects.

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Needing Approval - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Sharing information openly with a customer				3					2		0.40
Respecting other people's opinions and providing them with the support they need				2	1				1	1	0.80
Avoiding conflict by adjusting and compromising			1	1	1				1	1	0.60
Explaining all details to get everyone's approval and excitement			1	1	1			1	1		0.20
Keeping the client happy by discussing and providing support				3					1	1	0.60
Treating each person as an individual, making them feel unique			1	1			1	1		1	1.00
Maintaining positive customer service			1	1	1					2	0.80
Communicating in a friendly way with a customer			1	1		1			1	1	1.00
Creating a positive bond with the customer				2	1				1	1	0.80
Managing ongoing client relationship with consistent follow-up (sales farming)			1	1			2			1	0.80
Finding a favourable solution				2	1					2	1.00
Maintaining customer trust				2		1				2	1.40
Long-term customer relations -- fulfilling customer needs				2		1				2	1.40
Building a relationship based on trust and communication			1	1			1		1	1	1.20
Demonstrating customer focus in all situations				2	1					2	1.00

Needing Approval - Definition

Respecting the prospects and wanting to keep them positive throughout the sales process. Wanting to understand how the prospect feels.

A team with a high average match score

A sales team with a high average match score consists of harmonious, agreeable, and easy to please individuals who exercise these same behaviours with their clients. They like to please the clients and are willing to make the extra effort needed to ensure everyone is feeling positive about the product/service. Most of their clients feel they receive good value.

A team with a low average match score

A sales team with a low average match score has the courage to communicate with their clients what needs to be communicated. They do not mind saying to the client that "we may not be a perfect fit" or "what you are asking, is not reasonable". They have pride in their product/service and company and are not willing to bend on everything the client wants.

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Controlling the Sales Process - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Taking control and making sure things happen		2					2			1	0.20
Focusing on the next step and how to proceed			1	1	1				1	1	0.60
Moving the sales process forward to achieve one's goal from it			2	1						2	0.40
Goal-oriented customer motivation	1			2						2	0.40
Goal-oriented motivation and influencing			1	1	1				1	1	0.60
Having the courage to propose what to do			1	1	1				1	1	0.60
Being able to take over the conversation from where the other person stopped				2	1				1	1	0.80
Assertively moving prospects through the sales process			1	2						2	0.60
Is willing to try new approaches			1	1		1	1			1	0.60
Actively asking questions and proposing new ideas to a customer					1	3				1	1.40
Goal-oriented selling while considering prospects' needs					1		3			1	1.20
Ensuring that sales meetings end with an action plan					2	1	1			1	1.20
Inspiring others to overcome their fears and become excited	1	1			1				2		0.00
Selling the idea to people that they need a change			1	1	1		1			1	0.20
Aiming to close the deal without pushing the customer				2	1			1		1	1.40

Controlling the Sales Process - Definition

Actively taking charge of every step of the sales process by clearly defining and agreeing upon all the steps and possible outcomes with the prospect. The purpose is to help guide the prospect toward a decision.

A team with a high average match score

A sales team with a high average match score consists of independent individuals who, once they have learned the product/service and parameters under which they can operate, control the sales process without the need for ongoing support. The manager may need to focus on following up on the outcomes of different sales projects and must be available only when needed.

A team with a low average match score

A sales team with a low average match score has the patience to listen to the clients and discuss topics that interest them. They are patient with prospects and cover all aspects as required. They are not restricted by rules relating to what must be done next. After meeting with these salespeople, prospects often feel that they and their organisation cares about them as clients.

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Handling Objections - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Showing courage to stand up against opposition to promote change			1	1		1	1			1	0.60
Quickly ending communication that is not leading anywhere			1	1		1	1			1	0.60
Being able to take over the conversation from where the other person stopped				2	1				1	1	0.80
Goal-focused negotiating			1	1	1				1	1	0.60
Taking active role in tougher sales situations			1	1	1				1	1	0.60
Finding a way to go around objections and make the prospect see the issue differently	1			2					1	1	0.20
Challenging a prospect to question their own opinion			2		1					2	0.60
Assertively moving prospects through the sales process		1	2							2	0.60
Asking questions that challenge the customer's perception		1	1			1	1			1	0.60
Actively asking questions and proposing new ideas to a customer				1	3					1	1.40
Goal-oriented selling while considering prospects' needs				1		3				1	1.20
Asking questions to support drawing intuitive conclusions when solving a problem				1		2	1			1	1.40
Selling one's own ideas to others			1		1	1	1			1	0.80
Promoting eagerly one's idea even when opposed		2		1				1	1		0.00
Selling the idea to people that they need a change		1	1	1			1			1	0.20

Handling Objections - Definition

Dealing effectively with statements or questions raised by prospects that imply an unwillingness to buy at the present time.

A team with a high average match score

A sales team with a high average match score has the potential to find the required information to be able to connect their product/service with the client need, so they believe the client's concerns are covered. They can also create a very professional image of their company. They make the impression of being proud of what they do and how professional they are.

A team with a low average match score

A sales team with a low average match score adjusts well to the needs of the prospects and clients. They listen and demonstrate that they believe what the prospect says. They create a modest and accommodating image of themselves and their organisation; prospects feel they can trust them.

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Questioning Effectiveness - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Asking detailed questions to increase understanding of the big picture			1	1	2					1	-0.40
Identifying the goal and focusing solely on it			2					1	2		1.00
Willing to ask tough questions of prospects and clients	1			1		1			2		0.60
Focusing only on the essential information		1	1				1	1		1	1.00
Analysing strong and weak approaches to a problem	1			1		1			2		0.60
Understanding what skills an organisation needs and it currently has	1	1				1	1			1	0.20
Creating a variety of approaches to problem solving	1		1			1	1			1	0.40
Qualifying prospects by asking direct questions		1	1			1	1			1	0.60
Being able to take over the conversation from where the other person stopped			2	1					1	1	0.80
Challenging a prospect to question their own opinion		2		1						2	0.60
Focusing on the next step and how to proceed		1	1	1					1	1	0.60
Asking questions that challenge the customer's perception			1	1		1	1			1	0.60
Identifying and bringing up major development needs				2	1			1		1	0.60
Finding a logic in what the other person is saying and challenging it					2	1	1			1	1.20
Challenging the other person to change their opinion		1	1	1		1				1	0.20

Questioning Effectiveness - Definition

A structured and effective way of using well thought-out questions to reveal the prospect's true issues and challenges. Questions are used not only to help the prospect to share important and necessary information to discover if the solution can solve their problem, but also aid them in self-discovering previously unidentified issues.

A team with a high average match score

A sales team with a high average match score can easily create an impression of true sales professionals to their prospects. They seem to understand what the client needs are and are willing and able to adjust their product/service to the clients' needs. If they have enough information and details, they are unlikely to require much of the manager's attention during their sales process.

A team with a low average match score

A sales team with a low average match score is perceived as easy to deal with by the prospect as they seem to get easily excited about prospect's need and are willing to quickly share information and plan the next step. Sales processes do not take extra time, and prospects feel they were in control.

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Active Listening - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Providing detailed help after carefully listening to exact needs				3					1	1	0.60
Listening attentively and asking specifying questions			1	2						2	0.60
Keeping the client happy by discussing and providing support				3					1	1	0.60
Adjusting one's approach with different people			1	1	1					2	0.80
To actively listen and direct the customer					1	2		1	1		1.60
Being an eager learner				2	1		1		1		0.20
Having patience to listen to the customer				2		1				2	1.40
Allowing others to talk while expressing that they are listening				2		1				2	1.40
Being prepared to listen to new ideas			1	1	1					2	0.80
Asks for the input and ideas of others					1	2	1		1		1.40
Listening by being present and available				1	2					2	1.20
Picking up on others' emotions even when not articulated				1	1	1				2	1.60
Actively listening to the prospect's/customer's needs				2	1					2	1.00
Actively and attentively listening to understand everything			2	1						2	1.00
Picking up on the other's emotions even when not articulated			2		1					2	1.40

Active Listening - Definition

Actively hearing and explicitly attempting to comprehend the meaning of the prospect's communication.

A team with a high average match score

A sales team with a high average match score consists of good listeners. This does not only apply to prospects but also colleagues. They understand even non-verbal communication well. Managing the sales team seldom requires radical or aggressive actions, but a discussion is usually enough. Clients typically like them due to their sensitivity and politeness, which helps to establish long-term relationships.

A team with a low average match score

A sales team with a low average match score is eager to control conversations and tends to only focus on topics that interest them, and they want to take further with the prospect. They do not want to engage in lengthy discussions and do not listen to prospect's extensive explanations why they are not interested at the moment, but instead constantly think about what to say or do next.

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Critical Thinking - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Trying to connect the details to the big picture		1		1	1	1		1			-0.20
Gathering, analysing, and leveraging data from many sources to understand the environment		1			2	1		1			-0.40
Sustaining a permanent state of change toward perfection			1	1	1	1				1	0.00
Encouraging others to brainstorm with details			1	2	1			1			-1.00
Willing to ask tough questions of prospects and clients	1		1			1			2		0.60
Analysing strong and weak approaches to a problem	1		1			1			2		0.60
Creating a variety of approaches to problem solving	1		1			1	1			1	0.40
Knowing when to analyse and when to act	1	1				1			1	1	0.60
Being ready to challenge immediately		1	1			1	1			1	0.60
Influencing others with soundly reasoned business proposals		1	1			1	1			1	0.60
Asking questions to understand details and the big picture			1		1	1	1			1	0.80
Asking questions that challenge the customer's perception			1	1		1	1			1	0.60
Connecting data with goal and learning what needs to be done next		2				1			1	1	0.80
Breaking complex problems into sequential parts				2		1			1	1	1.20
Paying attention to the logic in what is being said					1	2	1			1	1.60

Critical Thinking - Definition

The mental process of actively and skillfully conceptualising, applying, analysing, synthesising, and evaluating information, to discover if there is connection between the prospect's challenges and the sales professional's solution.

A team with a high average match score

A sales team with a high average match score is good at analysing the prospect's needs and finding a solution for them - if they can find one. They are good at building sound and well-considered business propositions that meet the criteria set by the client. They may also be used to challenging their current product and its development plans – as they understand the client need may be more difficult to change.

A team with a low average match score

A sales team with a low average match score likes things easy and straightforward. They do not waste time on complicating things but try to find an easy way to reach the goal. They are eager to move to the next step as quickly as possible and focus only on the vital information.

(Group Name)

Organisation:

Date:

(Organisation)

13.06.2022

Ambition and Initiative - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Strong emphasis on managing details and finding ways to improve them			1	1	2			1			-0.80
Sustaining a permanent state of change toward perfection			1	1	1	1				1	0.00
Taking control and making sure things happen	2						2			1	0.20
Being strongly driven by goals	2				1					2	0.20
Taking initiative to develop new business opportunities	2				1					2	0.20
Demonstrating resilience in overcoming obstacles to meet and exceed goals	1	1				1			1	1	0.60
Being a tough decision-maker	1		1			1			2		0.60
Showing courage to stand up against opposition to promote change		1	1			1	1			1	0.60
Constantly driving to achieve higher levels of performance		1		1		2			1		1.00
Taking initiative to achieve goals		1	1	1				1	1		0.60
Taking initiative		1		2				1		1	0.60
Stepping 'up a gear' to cope with change	1	1	1							2	0.20
Acting independently with no instructions	1		1	1				1	1		0.40
Getting involved and taking action during crises		1	1		1	1				1	0.60
Pushing ideas through			1		2	1				1	1.40

Ambition and Initiative - Definition

The aspiration to achieve something, or to succeed, accompanied with motivation, determination and an internal drive to continually perform at a higher level.

A team with a high average match score

A sales team with a high average match score usually finds a way to solve the problems they face. They do not need instructions but find solutions. They are ready to change the existing to achieve something new. How things were done in the past does not limit their creativity. Positive internal competition may encourage them to proceed even quicker.

A team with a low average match score

A sales team with a low average match score is very systematic and predictable. They obey the rules and are ready to wait or ask for new ones when the old ones do not apply. They work well in teams, respecting each others' opinions. Their manager does not need to worry much about something unexpected to happen.

(Group Name)

Organisation:

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13.06.2022

Presenting - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Straight-forward and to the point customer contacts			2					2	1		0.80
Goal-oriented motivation and influencing			1	1	1				1	1	0.60
Courageous expression of own opinions and ideas to a customer			1	2					1	1	0.40
Making dramatic, engaging and goal-focused presentations			1	2					1	1	0.40
Simplifying complicated matters			1	1	1				1	1	0.60
Performing to large and diverse groups of people	1			1	1				1	1	0.40
Being able to visualise long-term consequences			1	1		1	1			1	0.60
Using data to sell ideas to others				2	1			1		1	0.60
Actively asking questions and proposing new ideas			1		1	1	1			1	0.80
Communicating a compelling vision of the future that others want to be part of				1		3				1	1.20
Inspiring others to overcome their fears and become excited	1	1			1				2		0.00
Inspiring people to buy into a concept before all data is fully processed			2		1			1		1	0.20
Being a positive change agent and able to create excitement			2			1	1		1		0.20
Selling the idea to people that they need a change			1	1	1		1			1	0.20
Positively influencing customer towards own goal				1	2		1			1	0.60

Presenting - Definition

The act of skillfully and compellingly communicating the proposed solution's effectiveness in solving the prospect's issues.

A team with a high average match score

A sales team with a high average match score consists of good communicators who can easily get prospects involved and engaged. They also have the same skills internally, which can be used for building a positive and energetic environment in the sales team. They are eager communicators who are not afraid of meeting with new prospects and talking to them.

A team with a low average match score

A sales team with a low average match score prefers to deliver factual information more than "manipulating" people into something they do not need. They prefer to respond rather than taking a leading role in communication. They get along well with clients who want to talk at length and analyse details. They give clients the time they need.

(Group Name)

Organisation:

Date:

(Organisation)

13.06.2022

Time Management - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Communicating details in a goal-oriented way			1	1	1	1				1	0.00
Straight-forward and to the point customer contacts			2					2	1		0.80
Taking control and making sure things happen	2						2			1	0.20
Identifying the goal and focusing solely on it		2						1	2		1.00
Reacting quickly and decisively to unexpected changes and events	1		1		1	1				1	0.40
Prioritising the most effective thing first		1	1		1	1				1	0.60
Trusting intuition on what additional details are needed to understand the big picture		1	1		1	1				1	0.60
Quickly ending communication that is not leading anywhere		1	1		1	1				1	0.60
Strongly encouraging a prospect to take action		1	2						1	1	0.40
Making fast decisions based on achieving goals	2			1						2	0.60
Taking quick action when nothing develops	2	1								2	0.40
Actively asking questions and proposing new ideas to a customer				1	3					1	1.40
Participating in several projects at the same time			3	1					1		-0.60
Short-term selling; inspiring and motivating buyers quickly		1	1	1				1	1		0.20
Responding actively to prospect's request for details			3		1					1	0.00

Time Management - Definition

The ability to use one's time effectively or productively, especially in their sales role. It is the process of organising and planning how to productively divide time between specific sales activities.

A team with a high average match score

A sales team with a high average match score is an action-oriented team. They do not waste time on analysing, planning, or worrying. They take action and see what the outcome is. They are aware of what is a good use of time and what is not. They can also interrupt a sales process that is not proceeding fast enough.

A team with a low average match score

A sales team with a low average match score can seize the moment; if something takes longer, they have no problem giving it the time it needs. Prospects perceive them not to be in a hurry, which creates an impression that they value the company of the prospect. They are not bound to schedules and can easily change the plans.

(Group Name)

Organisation:

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Dealing with Failure - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Being a risk taker		2				1			1	1	0.40
Making risky decisions quickly		2				1			1	1	0.40
Bravely continuing to the next step after failing in previous one	1	1				1	1			1	0.20
Speaking out regardless of consequences	1	1				1			1	1	0.60
Trusting intuition on what additional details are needed to understand the big picture		1	1			1	1			1	0.60
Daring to enter totally new areas			1	1	1			1		1	0.40
Making courageous and risky decisions when under pressure				2	1				1	1	0.80
Making risky decisions swiftly			1	1	1				1	1	0.60
Taking risks in crisis		1	1	1					1	1	0.60
Getting involved and taking action during crises			1	1		1	1			1	0.60
Showing excitement towards new goals	1		1	1	1			1			-0.60
Finding creative ways of doing old routines			1	2		1				1	-0.20
Willing to try a new course of action			2			1	1	1			0.00
Turning negative into positive in people's minds			2		1			1	1		0.00
Being open to new experiences, ideas and cultures		1	1	1	1				1		-0.20

Dealing with Failure - Definition

The ability to recover from setbacks and losses while gaining resiliency and ability to better deal with adversity.

A team with a high average match score

A sales team with a high average match score is full of risk-takers who are willing to try and fail, to try again. This may result in them making unanticipated moves – as “the situation required it”. You can expect the unexpected from this sales team. Fast reactions, courageous acts and high internal competition characterise this sales team.

A team with a low average match score

A sales team with a low average match score is very predictable, and they almost always play it safe. You do not need to worry about them exceeding the limits, nor doing something they are not supposed to do. Clients feel safe working with them as they always promise what they can deliver. If you want to avoid failure, this is an excellent team to work with.

(Group Name)

Organisation:

Date:

(Organisation)

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Determined Competitiveness - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Sustaining a permanent state of change toward perfection			1	1	1	1				1	0.00
Reaching perfection by renewing things, systems and methods			1	1	1	1			1		-0.20
Taking control in pressure situations	2					1			1	1	0.40
Being a demanding, fast-moving creator of resources	1	1					2			1	0.40
Seeking to continually improve the business performance	1		1		1	1	1		1		0.20
Takes strong action against resistance to change	1	1					1		2		0.60
Facing a tough and competitive environment	1	1				1			1	1	0.60
Actively seeking completely new solutions	1		1		1	1	1			1	0.40
Keeping the organisation in constant improvement process		1	1		1	1				1	0.60
Is willing to invent and try anything new in the search for improvement	1		1	1					1	1	0.40
Thinking "outside the box"		1	1	1					1	1	0.60
Focusing on winning		1	1	1				1		1	0.40
Demanding maximum performance level		1	1		1	1				1	0.60
Driving decision making processes			2		1				2		1.00
Working under strong pressure for results			2			2				1	1.00

Determined Competitiveness - Definition

Having a strong desire to be better and be more successful than others and to never lose. Consistently and persistently striving to improve the level of performance to win at any cost.

A team with a high average match score

A sales team with a high average match score is ready to fight. They do not give up, and they do not accept second place. They want to be the best and have no problem with everyone else knowing it. They are not afraid of taking on any project, approaching any prospect or asking for what they believe they deserve.

A team with a low average match score

A sales team with a low average match score is a team where the team members want to work together, share information and responsibility. They have no problem sharing leads and dividing the workload equally. They look for the good of the company and their team. The team feels even more confident when they can work together.

(Group Name)

Organisation:

Date:

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Money Concept - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Communicating to a prospect the value of one's product or service			1	1	1	1				1	0.00
Straight-forward and to the point customer contacts			2					2	1		0.80
Speaking out regardless of consequences	1	1				1			1	1	0.60
Providing the customer with facts and direct feedback	1			1		1		1		1	0.60
Willingness to remain emotionally neutral when meeting resistance	1			1		1			2		0.60
Focusing only on the essential information			1	1			1	1		1	1.00
Influencing others with soundly reasoned business proposals			1	1		1	1			1	0.60
Courageous expression of own opinions and ideas to a customer			1	2					1	1	0.40
Goal-focused and direct communication				2	1				1	1	0.80
Having the courage to propose what to do		1	1	1					1	1	0.60
Asking questions that challenge the customer's perception		1	1		1	1				1	0.60
Understanding how one's own work affects the overall business result	1	1			1	1				1	0.60
Explaining the cost to a client in a clear and logical way				1		2	1			1	1.40
Actively and promptly contacting a customer		2			2				1		0.00
Explaining to a prospect what they receive with the money they pay		1		2		1				1	0.40

Money Concept - Definition

Objective and non-emotional views and beliefs about money. It is seen as an abundant resource that is simply used to measure performance and obtain things and lifestyle.

A team with a high average match score

A sales team with a high average match score is prepared to talk about money. They perceive money only as a simple way to describe the value of the product/service. They show pride in their product/service by assigning it a high monetary value. They are not likely to give discounts. Money can also be used as a way to increase internal competition.

A team with a low average match score

A sales team with a low average match score can perceive the value of the product/service from the clients' points of view. They want to make sure the clients get what they pay for. The maximum amount of money in the short run is not their immediate motivator, but they believe in acting in a way that guarantees long-term client relationships. They feel uncomfortable talking about money.

(Group Name)

Organisation:

Date:

(Organisation)

13.06.2022

Emotional Distance - Competence Match Table

The table below indicates the number of team members with different match scores for the behavioural competences tied to this sales competence. The column most to the right calculates the average match score for the whole team.

	-5	-4	-3	-2	-1	1	2	3	4	5	
Managing emotions to remain calm when meeting resistance		1	1	1		1	1				-1.20
Communicating to a prospect the value of one's product or service			1	1	1	1				1	0.00
Communicating details in a goal-oriented way				1	1	1	1			1	0.00
Focusing solely on completion of a task without allowing anything to disturb it					2	1	1		1		0.00
Concentrating on facts					2	1	1			1	0.20
Direct, goal focused communication		2					1		1	1	0.40
Providing the customer with facts and direct feedback	1			1		1		1		1	0.60
Willingness to remain emotionally neutral when meeting resistance	1			1		1			2		0.60
Judging others based on facts and data	1			1		1	1		1		0.20
Influencing others with soundly reasoned business proposals			1	1		1	1			1	0.60
Moving the sales process forward to achieve one's goal from it		2	1						2		0.40
Paying attention only to the essential information			1	1	1			1		1	0.40
Using data to sell ideas to others				2	1			1		1	0.60
Striking a balance between people and tasks/things			1	2				2			-0.20
Focusing on the next step in the sales process				2		1			2		1.00

Emotional Distance - Definition

The ability to avoid getting engaged in the sales process with one's own or the prospect's emotions. It shields the sales professional from reacting emotionally instead of objectively and rationally.

A team with a high average match score

A sales team with a high average match score can be focused on their mission and does not let emotions interfere with it. They only need to know what is expected from them and with what they can be flexible. They will take care of the rest. They follow the sales process as planned, do the right things, and do not let prospect's emotions get in the way.

A team with a low average match score

A sales team with a low average match score empathises with the emotions of their prospects. They are ready to stop and listen to the prospect's concerns and try to understand and adjust to them as much as possible. They do not want to force the prospect into anything that makes them uncomfortable. They almost become friends with their prospects.