Presented by J.W. Owens







- 1. Tell me about your toughest negotiation
- 2. Tell me about a time you handled a dispute with a Customer?
- 3. What do you do when you feel the sale slipping away from you?
- 4. How many failures will stop you from trying any more?



- 5. Tell me about a time when you took a risk.
- 6. Who are your best and worst current Customers and why?
- 7. Tell me about a time when you almost lost a client and had to turn it around.
- 8. What does your current company do which results in lost clients?



- 9. Have you ever negotiated
 - -a grade change in school (if young)
 - -for additional resources to complete or to facilitate a project?
- 10. What is the biggest negotiation you have won or lost?



- 11. How do you tell when to stop negotiating/bargaining and move on?
- 12. How do you handle selling to people you dislike?
- 13. Do you think there was a time that you gave up too soon?
- 14. Tell me about a time you put together a proposal.



Integrity Questions

- 1. Have you ever had to tell a Customer something that wasn't true to save the sale?
- 2. What are the most important balances to maintain?
- 3. Tell me about a time when you thought a peer went back on a deal.



Integrity Questions

- 4. What do you do when you are blocked from achieving something?
- 5. Have you ever violated a policy to get something for a Customer?
- 6. Do you always act in line with your beliefs?



Challenging Questions

- 1. How do you get up to date information on clients/prospects and what do you do with it?
- 2. Give me an example and lead me through your decision making process on a personal financial decision (or a biz one-but many don't have a work related one).



Challenging Questions

- 3. What percent of what you know do you generally pass on to Customers?
- 4. Tell me about a time when you delivered bad news well or not so well.
- 5. What are a couple of your larger mistakes?



Red Flags

- Left previous job without adequate notice
- Can't isolate specific work achievements
- Fails to be courteous to your office staff
- Late for more than one interview
- Didn't learn much about previous employer's business
- No verifiable references



Red Flags

- Must travel too far to work
- Over qualified to the extent that boredom is likely
- Independently wealthy, unless up for top job
- Reveals confidential information about former employer
- Lacks enthusiasm



Red Flags

- Angry about prior employment
- Didn't find out much about your company
- Takes too long to consider the offer
- Bad-mouths former employer



This is a series of Training for your Management, Sales & Office TEAM

Good Selling!

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