

Meet Kate Kingston

Kate Kingston, President & Founder of the Kingston Training Group has been exclusively educating business technology sales executives on every type of prospect across 60+ industries and how they proprietarily use technology for the last 18 years. This knowledge is the cornerstone of KTG's prospecting training and empowers the sales executive to schedule more net new meetings at the C-Level with a vertical focus through foot, phone, email, and social media to (money - back) guarantee at least a sustainable 50% increase in net new meetings so they can sell more Hardware, Software, Document Management, Managed IT, MPS, MS, ECM, 3D, Supplies, Telecom, and Mailing solutions across your entire salesforce. This results in a sales force that can recommend the right technology infrastructure solutions by enhancing their understanding of their prospect's business creating more robust proposals and sales.

Kate is a recognized as an authority on lead generation, recruiting new hires from a prospecting skill base prospective, and new business development. Kate is a sales-driven, energized communicator. She uses humor, audience participation, proven techniques, handouts and real time phone calls in her training sessions.

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Diane Waltemath; founder Performance Now LLC

A strategic development & performance management company, focusing on operations, administration, and financial controls

Diane brings an executive background in technology services and solutions. She is the founder of Performance Now LLC and has been consulting in the market for almost 4 years.

Experienced growth: \$35M > \$250M

Areas of Expertise

- Contracts
- Leasing
- Operations
- Billing Cash & AR, AP
- Customer Integration & Change Management
- Inventory
- Workflow, process, and systems

According to Howard Stevens in <u>Achieve Sales</u> <u>Excellence</u>, more than 50% of U.S. college graduates, regardless of their majors, are likely to work in sales.



Evaluating Past Sales Executive Success

New hire that are still struggling 6-12 months into the job what does that look like? Why?

What are the top performers in your current team doing? How? Why?

What's missing from the members of my team who are struggling? Why?

Write down everything that comes to mind and separate the list into "must-haves" and "must-avoids.

What to Look for and Avoid Checklist

| Must Haves | Must Avoid | |
|---|------------|---|
| lourage | |] |
| Conscientiousness: Achievement Driented vs. Dependable | | 1 |
| ong-Term Goals and Endurance: follow Through. | | 1 |
| Resilience = Optimism, Confidence, ind Creativity. | | 1 |
| Excellence (not perfection) | | 1 |
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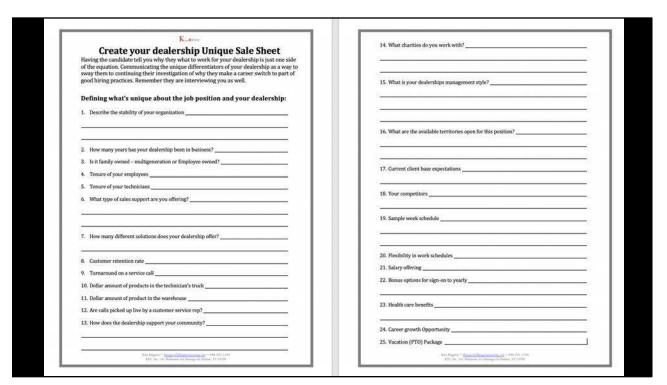
What Personal Qualities Make a Good Salesperson

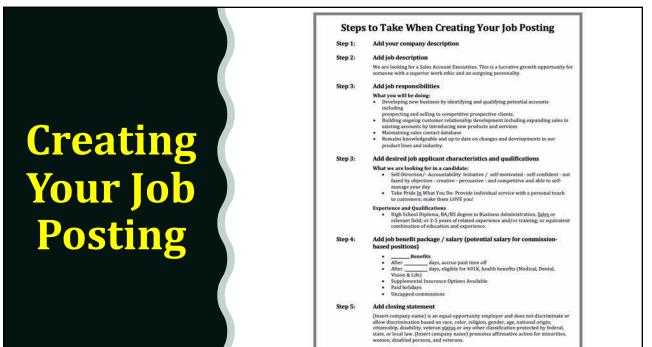
- Resilience: Someone who bounces back from rejection
- Urgency: A competitive character who wants to get on with things
- Persuasiveness: Someone who wants to bring people round to their point of view
- Assertiveness: A person who makes their point firmly but without aggression
- Sociability: Someone who's friendly and bonds well with others
- Enthusiasm: Someone who really wants to sell your products
- Self-Motivation: Someone with the initiative, drive and ambition to find and close deals for you





Dealership Unique Selling Sheet





Provide Set of Outcomes in the Job Requirement

- 1. Market share territory growth for net new and with monthly sales forecast that is 90% accurate.
- 2. What percent current customer engagement and upgrades should they be expected to achieve
- 3. CRM content development.

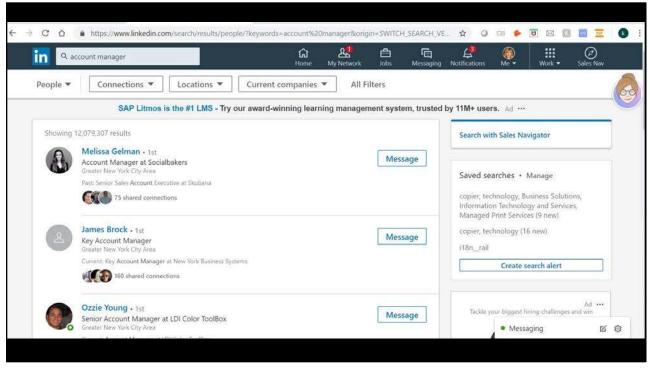


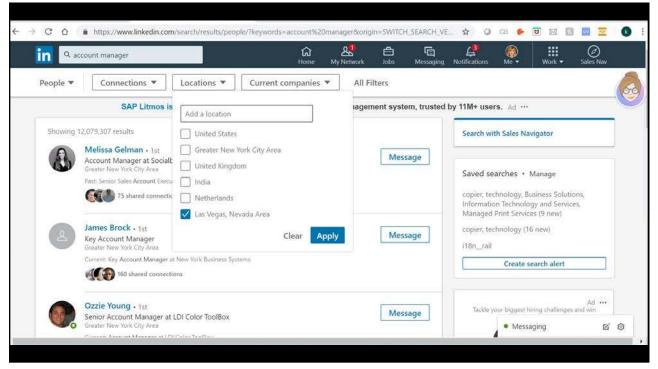
"Hey (Insert their name), this is (Insert your name) from (Insert your dealership name). I follow your company's successes and admire (Insert tidbit) and I'm hoping you could help me out. Since you are part of an incredible sales team and we're trying to hire high preforming sales executives like you. Would you be willing to hop on a call with me this week and tell me what you were looking for when you joined your company?"

Most reps will be flattered and take the call. Use that opportunity to explore whether or not they'd be a good fit. If it seems like a match, be upfront. Say:

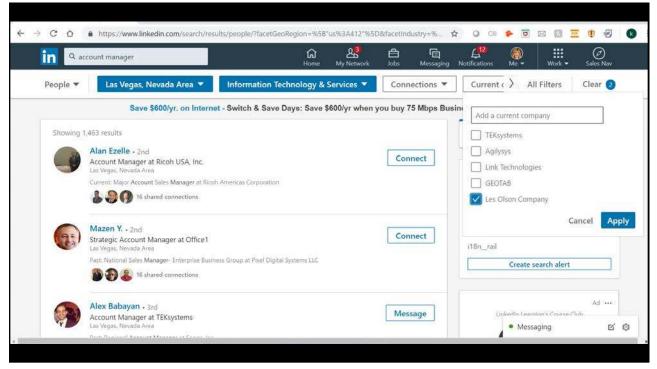
"This might sound my hope but is there any chance you'd consider joining our company? You're exactly what we're looking for."

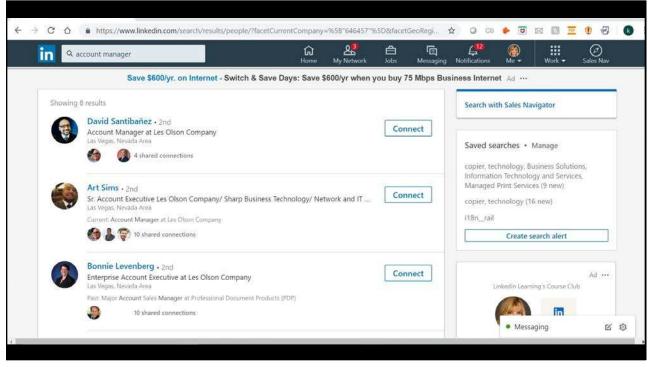






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| Current companies | Past companies | Industries | | | |
| Add a current company | Add a previous company | Add an industry | | | |
| MGM Resorts International | Caesars Entertainment Corporation | Marketing & Advertising | -10 | | |
| Caesars Entertainment Corporation | AT&T | Information Technology & Services | | | |
| Clark County School District | MGM Resorts International | Insurance | | | |
| Freeman Company | Sprint Sprint | Hospitality | | | |
| GES - Global Experience Specialists | Wells Fargo | Financial Services | | | |
| Account Manager at UPET/M | E GITNERS | Wressage | | HIDDECHT | |
| | | | | Autoregiere: | |





Hi (Insert their name), My name is (Insert your name), I am VP of Sales at (Insert dealership name) here in (Insert location). I was on your LinkedIn profile and was impressed to see that (Insert an interesting tidbit from their profile). I wanted your input because my dealership is ready to add additional successful outside sales executives that are for looking for a company culture of caring for the client and providing the best sales support and resources coupled with the highest commission structure in the industry. I would value your insight on what factors helped you decide on working with your current company. Would (Insert date and time) work for a 5-minute call?

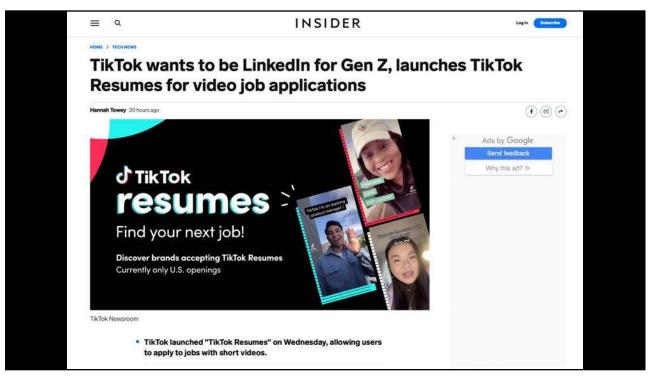


















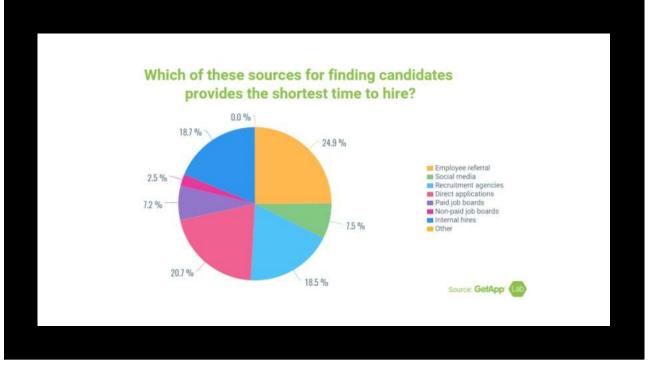
Where Else To Find Candidates Internal referral program

Internal hiring

Institute a Referral Program

- President Club Requirements: One candidate that makes it through to a dealership tour.
- Current Customer Meetings:
 - "Do you know any great salespeople I should hire?"
 - "Who is the best salesperson other than our dealership that you deal with?"





Providing veterans opportunities to transition their military training to gainful employment

U.S. Veterans:

• Visit the VETech page to post your résumé and review open positions. Please upload your DD214 when submitting your résumé.

Employers:

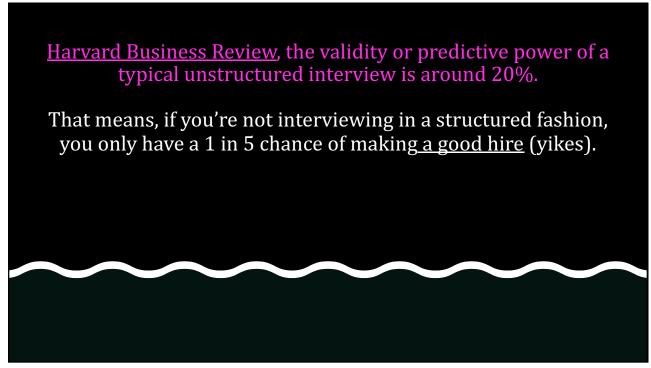
• Visit the VETech page to post an open position, review open positions or review posted résumés.

www.bta.org/VETech











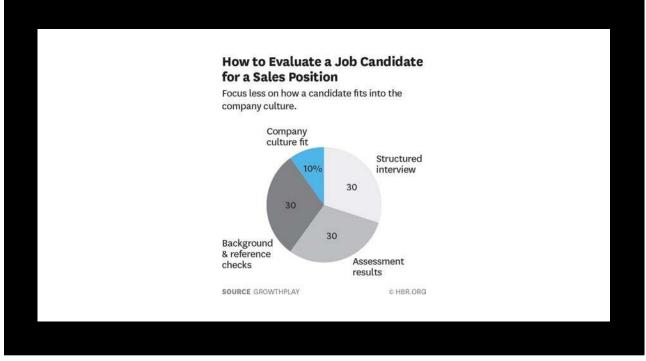


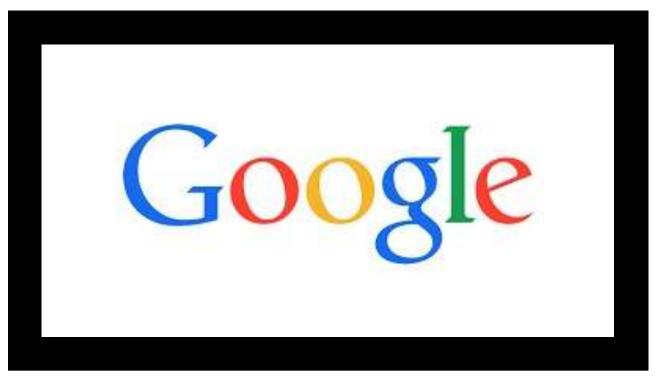
Interview Questions

- 1. Tell me about a time in your sales career where you needed to start work on a territory. What did you do the first 30 days? What would you have done differently?
- 2. Give me an example of a time where you had to choose between what was morally right and the easy way out. What did you decide?
- 3. How would you engage me with your current company's offering?
- 4. Why did you choose to work in sales over another customer-facing role? (Or why are you interested in a sales position?)
- 5. Describe a time where you received difficult feedback. How did you change as a result?
- 6. What can you tell me about our company?
- 7. When a customer was upset with you in the past, how did you handle it?

Interview Questions

- 8. Can you walk me through each step of your sales process?
- 9. How do you avoid "just checking in" syndrome and create value touch points?
- 10. How do you establish trust? Which tactics have worked for you, and which ones don't?
- 11. Can you show me how you prepared for this interview?
- 12. Tell me how you've incorporated storytelling into your sales process.
- 13. Tell me about your first year at your current organization. What were your three top priorities and how did you execute them?
- 14. How long are you willing to fail at this job before you succeed?
- 15. What would you need from the team you're joining to be successful in this sales role?









Google Questions

- Give me an example of a Challenging situation that you overcome and explain how you did that?
- Behavior questions are asking a candidate about a prior success and how it would relate to the current position and goals at this new job?
- Situational questions what would you do why did you do that what would you do after that why would you make that decision?
- Structured interview questions which are very easy to find by just googling them here's a couple examples keep the criteria all the same so that you can have standardization in your decision making?
- Define the job description?
- Define what good bad looks like at each On boarding metric milestone?
- At google roll related expertise and experience is that the fourth thing they look for not the first thing the fourth thing they look at is the résumé of actual work?
- Look for intellectual humility the ability to admit that you're wrong when presented with new data?

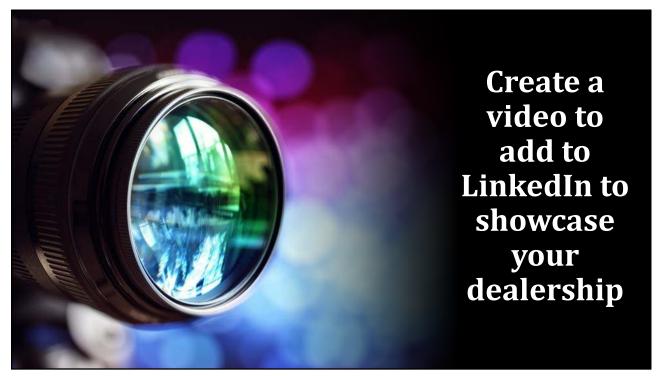
Phone Interview

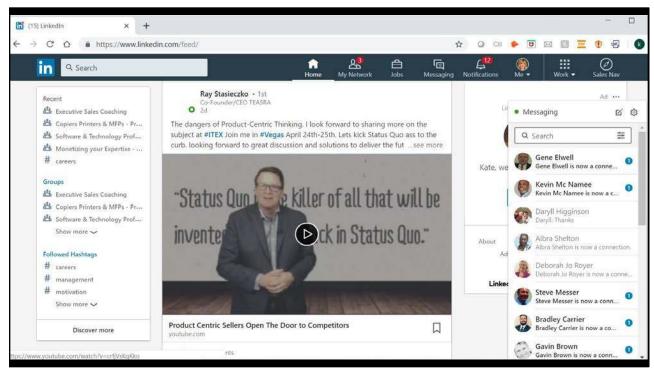
"HI (*Insert their name*), Thank you for taking the time to speak with me today. I am eager to learn more about you. What I would like you to do is call me on (*Insert date & time*) and tell me why you would like this job position while addressing the following questions:

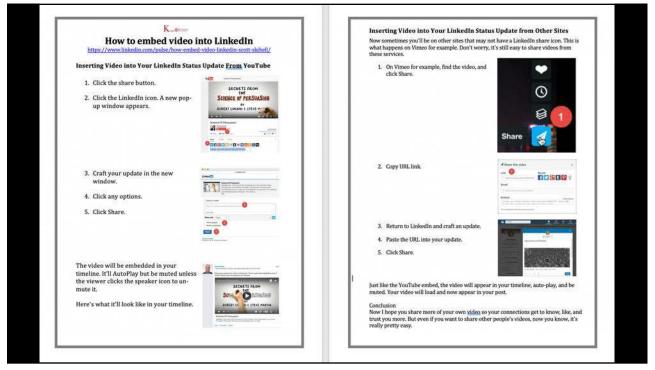
- 1. Why would you like a job in technology sales?
- 2. What are the two things about this dealership that intrigued you enough to apply for a position?
- 3.What will you bring to my sales team?
- 4. What time would you like to come in for a tour of the dealership. I am open on *(Insert date)* date between *(Insert times)*.

If I don't pick up live, please leave me a 2- 3 minutes detailed voicemail answering these questions. I am looking forward to hearing why you are the right candidate for the position! Please call me on my cell, the phone number is, (*Insert phone number*)."









Your Dealership's
New Hire Mentoring
Onboarding Plan306090

49



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|----------------|---------------------------------------|--|--|---|-----------------------------------|--|--|
| gn i | ntensity int | erval traini | ngj | | | | |
| | Monday | Tuesday | Wednesday | Thursday | Friday | | |
| 8:00 | Human Resource | Meet with Snr. Sales Rep | | Intro Billing Manager | | | |
| 8:30 | Introduction | (planned objectives) | Attend Quarterly | (objectives & needs) | | | |
| 9:00 | mitoduction | (planned objectives) | Business Review @ | | | | |
| 9:30 | Manager Intro w/ | | (Customer Name) | | | | |
| 10:00 | business review and | Attend Field Equipment | | | Intro Sales Training | | |
| 10:30 | objectives. DELIVER 90 DAY ONBOARD | Demo (Customer Name) | Complete Internal or Online MS Excel Course | Ride-along with CSR; meter collection and site audit | Coach (planned Sales training) | | |
| 11:00 | Intro Sales Admin & Systems Review | Dedicated Reading (Sales): How to Win | (proficiency) | | | | |
| 11:30 | Systems neview | Friends | | | | | |
| 12:00 12:30 | LUNCH | LUNCH | LUNCH | LUNCH | LUNCH | | |
| 1:00 | CRM Demo Entry & | Intro: Admin Manager | w Project Manager Bidealong with Service | Dedicated Reading (Sales): How to Win Friends Intro Contract & Lease Manager; review ppwrk & rep functions for opportunity ID Attend NEW Sales Meeting with key rep | | Specific Social Media Activity: augment the | |
| 1:30 | Proficiency Activities | | | | pipeline | | |
| 2:00 | Fibliciency Activities | Shadow Project Manager | | | pipenne | | |
| 2:30 | | (planned Q/A) | | | Dedicated Reading: How | | |
| 3:00 | | 1000 CON | | | to Win Friends | | |
| 3:30 | Key Manager "meet & | Attend CSR Supply | | | Quiz: Systems | | |
| 4:00 | greet" with Config and | Inventory @ (Customer | | | Proficiency & How to | | |
| 4:30 | Culture exercise | Name) | | | 1st Elevator Pitch | | |
| 5:00 | | 18 | | • | | | |



| Canidate Name: | Date |
|---------------------------------------|------|
| Request for phone interview | |
| Phone interview | |
| Including the sales team in the | |
| process will keep competition up, and | |
| help. | |
| Dealership tour and in person 1st | |
| interview which is accompanied by | |
| having them attend a sales meeting | |
| with your sales team to gage their | |
| opinion of the candidate. | |
| Ride along | |
| Final interview | |
| Offers out | |
| Accepted offer | |

Those with mentors are twice as likely to stay with a company more than 5 years (68% vs 32%).



During your first month in a company, take time to ask your boss these questions:

- 1. How do you prefer to give and receive feedback and be kept informed?
- 2. What are your most important goals for the year, and how do they fit into the company's strategic objectives?
- 3. What are the two to three most critical accomplishments I need to achieve within a year, and how will they be measured?
- 4. What should I accomplish in the next six months?
- 5. In what specific ways can I help you succeed?

- New hires, in partnership with their manager, should identify 7-10 people — superiors, peers, direct reports, and internal and external customers — whose success they will contribute to, or who will contribute to their success.
- The new hire should then craft plans to connect with each stakeholder, one-on-one, during their first year. This can be a short meeting over coffee or lunch — an opportunity to learn and ask for guidance.



| NEW THE LEASE IN | vees Who Stayed For Full Time Period | 20 | |
|------------------|--------------------------------------|-------------------------------|----|
| Number of Employ | | | |
| | vees on Start Date of Time Period | 25 | |
| Turnover Rate: | | =((<mark>B2</mark> /B3))*100 | |
| | Number of Separations: | | 5 |
| | | | |
| | Number of Employees on Start Date | | 25 |
| | Number of Employees on End Date | | 25 |
| | | | |



There are only two ways to continued to increase Net New revenue at your dealership.

1.Close more net new deals.

2.Increase the size of those deals.

61

KTG Verticals

ACCOUNTING FIRMS ADVERTISING FIRMS **AEROSPACE, DEFENSE &** AREONAUTICS AGRICULTURE (FARMS) AIRCRAFT REPAIR & SERVICE COMPANIES ARCHITECTURE / ENGINEERS ASSOCIATIONS - MEMBER DRIVEN **AUTO DEALERS BANKING/ FINANCIAL** BIOTECH CASINO CHURCHES COLLEGES/UNIVERSITIES COMMUNICATION TECHNLOGY COMPANIES CONSTRUCTION COMPANIES COUNTRY/PRIVATE MEMBER CLUBS **DENTAL COMPANIES DISTRIBUTION CENTERS**

EDUCATION EMPLOYMENT/STAFFING AGENCIES ENERGY/OIL/GAS ENVIORMENTAL ENGINEERING COMPANIES FINACIAL PLANNING FOOD MANUACTURER FUNERAL HOMES GAMING MANUFACTURING & **OPERATIONS FURNITURE STORES** GARMENT INDUSTRY **GOLF COURSES** GEOSCIENCE/GEOLOGICAL/G EOPHYSICAL COMPANIES MAPPING & SURVEYING **GOVERNMENT - CITY/** MUNICIPAL **HEALTH SERVICES:** HOSPITALS/MEDICAL PRACTICES HEALTH SERVICES

HIGH-TECH COMPANIES HOSPICE/HOMECARE HOTELS/MOTELS/CAMPS INSURANCE COMPANIES LEGAL FIRMS MAIL-HOUSE INDUSTRY MARKETING COMPANIES MANUFACTURING COMPANIES **MEDICAL DEVICE** MANUFACTURING COMPANIES MORTGAGE COMPANIES NON-PROFIT ORGANIZATIONS **NURSERY & PRIVATE** SCHOOLS NURSING HOME/ASSISTANT LIVING **PLUMBERS, ELECTRICIANS &** HVAC PHARMACIES **PRINTING/PUBLISHING**

COMPANIES **PROPERTY MANAGEMENT** COMPANIES **PUBLIC & PRIVATE SCHOOLS** PUBLIC RELATIONS REAL ESTATE AGENCIES RESTAURANTS **RETAIL COMPANIES** SALES ORGANIZATIONS STEEL SUPPLIER **TITLE COMPANIES** TOURIST: MUSEUMS, GALLERIES, THEME PARKS, ATTRACTIONS TRANSPORTATION AND WAREHOUSE COMPANIES TRAVEL AGENCIES **VETERINARY & ANIMAL** HOSPITAL WEALTH MANAGEMENT WINERIES

✓ Dramatically reduce attrition.

 ✓ Get each sales executive to exceed their net new quota by number and size.

 Create and execute repeatable proven prospecting processes.



50% 50% Sustainable Increase in Net New Meetings!



Driving Additional Market Share for Your Dealership



-for accelerated outcomes

Delivering performance excellence to the Imaging and Technology Services community!



