



Emotional Selling

Grant Leboff



Emotional Selling:

Emotional Selling David Yule, 2005 It has been estimated that 80% of all buying decisions are based on emotion The key to successful sales is making the right connection with the customer and extracting the right emotional response Emotional Selling sets out a tried and tested technique **Emotional Intelligence for Sales Success** Colleen Stanley, 2012-11-01

Even skilled salespeople buckle in tough selling situations getting defensive with prospects who challenge them on price or too quickly caving to discount pressure These fight or flight responses are something salespeople learn to avoid when building their emotional intelligence Sales trainer and expert Colleen Stanley cites studies that show how emotional intelligence EI is a strong indicator of sales success and offers tips on how you can sharpen your skills and expand your emotional toolkit Increasing your emotional intelligence is a sure way to overcome tough selling encounters In Emotional Intelligence for Sales Success you ll learn how to increase impulse control for better questioning and listening which EI skills are related to likability and trust how empathy leads to bigger sales conversations and more effective solutions how emotional intelligence can improve prospecting efforts which EI skills are most common among top sales producers and much more Customers can get product information and price comparisons online The true differentiator between you and a bot is your ability to deftly solve problems and build relationships Emotional intelligence plays a vital role at every stage of the sales process From business development to closing the deal emotional intelligence will drive your performance and your success *Stop Selling Features Alone: Sell Emotions That Drive Decisions* Okechukwu Divine Obioma , 2025-09-12

Features don t sell feelings do Customers may compare specs benefits and price tags but in the end their choices are driven by emotion If your offers focus only on features you re leaving sales loyalty and impact on the table Stop Selling Features Alone Sell Emotions That Drive Decisions gives you the keys to unlocking the emotional triggers that make buyers say yes without manipulation or gimmicks You ll learn how to connect your product or service to the feelings your audience cares about most turning ordinary offers into irresistible ones Inside you ll discover how to Move beyond logic based selling into persuasive emotional storytelling Identify the hidden desires driving your customers decisions Tie features to outcomes that spark excitement trust and urgency Create messaging that feels personal not pushy Build long term loyalty by making customers feel understood Whether you re selling coaching services or products this book helps you shift from explaining what you offer to showing how it changes lives When people feel the value they don t just buy they buy faster spend more and stay longer If you re ready to stop sounding like everyone else and start selling in a way that truly resonates this is your roadmap Facts tell Features explain Emotions sell Learn to use them **Digital Selling** Grant Leboff, 2016-09-03 Adapt your sales strategy to embrace the opportunities that digital channels can bring with this ultimate guide to selling in the digital environment from engaging customers and generating leads to building an online network with advice from leading sales and marketing expert Grant Leboff Sales and marketing functions are increasingly converging with lead generation

frequently arising from digital promotional campaigns and opportunities for traditional sales techniques diminishing due to scarce customer attention and availability not to mention the plethora of readily accessible product information online Salespeople now need to understand and interact with customers via multiple channels participating in social media in collaboration with marketing to influence purchasing decisions and convert contacts to sales Digital Selling makes sense of the new paradigms in which a salesperson now operates outlining the new strategies required to take advantage of the opportunities that exist and provides the practical advice salespeople need to generate leads and sell more Packed with great advice for engaging with customers online and via social media this book explains Why embracing the social web is vital How the sales role changes in a digital environment The lead generation model in a digital world How to build your online network This straightforward and practical book from one of today's thought leaders on digital sales and marketing is essential reading for any sales professional

Launch Offers Based On Real Questions. Listen, Create, Sell What's Needed
Ahmed Musa ,2025-05-30 Struggling to sell That's because you're guessing Launch Offers Based On Real Questions shows you how to stop throwing darts in the dark and start building products people are already begging for Your audience is talking In comments DMs emails and forums They're literally handing you gold questions pain points wish lists Most creators ignore it The smart ones They listen create and sell exactly what's needed Inside this book you'll discover How to turn everyday questions into high converting digital offers Where to mine for profitable pain points in your niche The secret to fast feedback driven launches that skip the guesswork How to test ideas before you build and get paid before you deliver Real examples of low risk high return products built from audience input This isn't theory This is demand first entrepreneurship and it's the fastest way to build offers that land Listen closely Build smart Sell with certainty Let the market tell you what it wants Then give it to them and get paid well for it

What Great Salespeople Do (PB) Michael T. Bosworth, Ben Zoldan, 2012-01-13 Build better relationships and Sell More Effectively With a Powerful SALES STORY Throughout our careers we have been trained to ask diagnostic questions deliver value props and conduct ROI studies It usually doesn't work best case we can argue with the customer about numbers purely a left brain exercise which turns buyers off This book explains a better way John Burke Group Vice President Oracle Corporation Forget music a great story has charm to soothe the savage beast and win over the most challenging customer And one of the best guides in crafting it feeling it and telling it is What Great Salespeople Do A must read for anyone seeking to influence another human being Mark Goulston M D author of the 1 international bestseller Just Listen Discover the Secret to Getting Through to Absolutely Anyone Good salespeople tell stories that inform prospects great salespeople tell stories that persuade prospects This book reveals what salespeople need to do to become persuasive story sellers Gerhard Gschwandtner publisher of Selling Power This book breaks the paradigm It really works miracles David R Hibbard President Dialexis Inc™ What Great Salespeople Do humanizes the sales process Kevin Popovic founder Ideahaus Mike and Ben have translated what therapists have known for years into a business

solution utilizing and developing one's Emotional Intelligence to engage and lessen the defenses of others What Great Salespeople Do is a step by step manual on how to use compelling storytelling to masterfully engage others and make their organizations great Christine Miles M S Psychological Services Executive Coach Miles Consulting LLC About the Book This groundbreaking book offers extraordinary insight into the greatest mystery in sales how the very best salespeople consistently and successfully influence change in others inspiring their customers to say yes Top performing salespeople have always had a knack for forging connections and building relationships with buyers Until now this has been considered an innate talent What Great Salespeople Do challenges some of the most widely accepted paradigms in selling in order to prove that influencing change in buyers is a skill that anyone can learn The creator of Solution Selling and CustomerCentric Selling Michael Bosworth along with veteran sales executive Ben Zoldan synthesize discoveries in neuroscience psychology sociology anthropology and other disciplines combining it all into a field tested framework helping you break down barriers build trust forge meaningful relationships and win more customers This book teaches you how to Relax a buyer's skepticism while activating the part of his or her brain where trust is formed and connections are forged Use the power of story to influence buyers to change Make your ideas beliefs and experiences storiable using a proven story structure Build a personal inventory of stories to use throughout your sales cycle Tell your stories with authenticity and real passion Use empathic listening to get others to reveal themselves Incorporate storytelling and empathic listening to achieve collaborative conversations with buyers Breakthroughs in neuroscience have determined that people don't make decisions solely on the basis of logic in fact emotions play the dominant role in most decision making processes What Great Salespeople Do gives you the tools and techniques to influence change and win more sales

Emotional Intelligence Mastery Kevin

Walker,2020-09-05 Don't ever want to lose out on achieving super success in life on account of poor training for leveraging emotions for a successful happy and fulfilling personal and professional life Then read on What if you were told that you could find a great way of managing your emotional lack of control leveraging the same emotions to achieve all the personal and professional success you ever aspired to Do you think that there is nothing upon the face of this world that would help you conquer your apparent ineptitude in life Then this book is what squarely addresses your concerns You need to look no further than this masterfully created 4 book tome titled Emotional Intelligence Mastery comprising of Memory Rescue For Unlimited Memory Emotional Intelligence For Conversation Skills Dialectal Behavior Therapy and Emotional Intelligence Training For Sales Success These books comprehensively delve into the very fundamentals that propel humans to exceed themselves and bring to fruition their highest personal and professional ambitions and desires The knowledge contained in these books is backed by science and evidence Sure there are a million articles and many books out there that make similar claims but those are nothing more than just claims Obtaining emotional intelligence mastery involves the study of the human mind which anyone will tell you is in the realm of the highest science This collection of books has referenced the latest

scientific advances that are peer validated and accepted as relevant facts by the scientific community As a matter of fact this set of book is a veritable treasure trove on matters pertaining to emotional maturity in the context of achieving high success in life It is based entirely on research and evidence and informs the reader about everything there is to learn about the science behind leveraging emotional intelligence for a great life There is nothing out there that fills you in about emotional and behavioral issues and their impact upon your ability to succeed in all aspects of life in an eminently practical way than this book Reading it will make you understand why By reading this book you get to Understand the link between emotional intelligence and success in every aspect of life Understand what it takes to be an emotionally intelligent person who succeeds at whatever he or she takes up Understand how to enhance emotional intelligence Understand why emotional intelligence equals self actualization Go ahead and download your copy NOW *Silver Bullet Selling* G.A. Bartick,Paul

Bartick,2008-11-03 Based on ten years of extensive research and interviews with thousands of top sales performers in a variety of industries Silver Bullet Selling reveals the secrets all great sales professionals have in common It s not what you say that determines your success in sales it s how you execute the sales process to create a unique buying experience for customers This book shows you how to apply the silver bullet selling method to launch your sales through the roof Read it and fire away at the competition Make Millions Selling on QVC Nick Romer,2010-12-17 Make Millions Selling on QVC is more than just a guide to getting you and your products in front of millions of potential customers it s an inside look at how the largest television retailer in the world operates The information and advice found throughout these pages will give you a distinct edge in this competitive business and allow you to exceed your professional expectations and enjoy the success you deserve *Stop Selling Features, Sell Feelings: Position Your Product As A Solution* Onyeka Godfrey,2025-08-05 People don t buy features they buy the way your offer makes them feel This book teaches you how to shift from technical descriptions to emotional resonance You ll learn how to speak the language of outcomes urgency and relief so your audience sees your product not as an item but as a bridge to the feeling they want most Whether you re offering a service course or software these strategies help you write copy and craft positioning that doesn t just explain but moves Stop listing specs Start offering transformation Mastering the "Game of Selling" Pawan Kumar Arya,2017-06-27 Mastering the Game of Selling is a knowledge bank for the sales professionals After complete reading of this book you will emerge as a master in selling This book is full of sales strategies sales closing techniques and inputs for sales professionals which will help them to achieve the pinnacle in their lives Selling is an art and it starts with the salesman intent to sell His attitude personality communication skills knowledge about the product plays a vital role in closing the sales The salesmans first positive impression on the prospect is like winning half the battle You can be a master in Selling if you practice the best sales techniques as mentioned in this book and adopt them to continuously hone your skills This book covers in detail the following Required Qualities Attributes of a Super Sales Professional Art of Identifying the Target Segment the Right Prospect Therein Negotiation

Techniques Best Sales Closing Techniques Relationship Beyond Sales to ensure repeat sales referral selling **Sell**

High-Ticket Without The Chase: Quiet Positioning That Attracts Premium Buyers Onyeka Godfrey,2025-08-05

Premium buyers don't need chasing they need resonance This book shows you how to attract high ticket clients through quiet confidence and positioning not constant chasing or persuasion tactics You'll learn how to elevate your authority refine your messaging and signal exclusivity without needing to shout From social proof to scarcity design you'll unlock subtle methods that magnetize serious buyers who are already looking for what you offer It's not about being louder it's about being unmistakably aligned with what premium clients are willing to pay for *Organizing for the New Normal* Constantinos C.

Markides,2021-04-03 We live in a world of continuous disruption Before we have a chance to respond to one disruption another hits Before we finish one transformation journey we need to embark on another How do you prepare the organization for this new normal of continuous disruption This is the challenge that every organization is now facing no matter how successful their digital transformation of the past decade has been *Organizing for the New Normal* explores how to prepare the organization for this unique challenge How do you develop a strategy for what is coming next while you are busily driving your current transformation And how do you convince emotionally exhausted employees to join you on the journey The book does not provide a ready made recipe for success but rather explores how to put together the ingredients that will improve the odds of success *Organizing for the New Normal* outlines the leadership competencies critical for success in the new normal such as How to create a permanent sense of urgency and an organization wide unease with the status quo How to convince people to exploit disruption as an opportunity when all they see around them are the negative consequences of disruption How to institutionalize into the DNA of the organization the day to day behaviors that would allow us to identify and respond to change early and how to achieve this in a decentralized way How to develop a strategic response that is innovative and aims to attack the disruption rather than defend against it *Women Who Sell Sex* Elizabeth

Krumrei Mancuso,Bennett E. Postlethwaite,2020-06-08 Based on leading empirical psychological research from around the world this book offers valuable insights on women who sell sex It synthesizes the extensive body of scholarly work on the topic of women selling sex from a psychological perspective in order to understand why women choose to do so In turn the book highlights a range of important sociocultural contexts surrounding the sale of sex that are major sources of stress and examines how women cope with these circumstances Illustrating the multi faceted nature of selling sex the book will contribute to debates on individual and societal responses to this major sociopolitical and at the same time deeply personal issue Including original case material and outlining future directions for researchers it offers an informative and engaging resource for academics researchers students and professionals around the globe *Selling to the Seven Emotional Buying Styles* Greg Ferrett,2012 *Selling to the Seven Emotional Buying Styles* Sales people have learned hundreds of tricks to help people make a decision and close the sale most of which today's buyers have learned and are now immune to The big

problem sales people face is How do you sell when buying is now such a logical process Recent breakthrough scientific studies have revealed logic plays only a small role in the decision making process and in most cases logic is used simply to justify an emotional decision In Selling to the Seven Emotional Buying Styles you will discover how and why emotion is such an important part in decision making and we reveal a much simpler way to close a sale You will learn how to drive emotion in a way buyers will not be aware of Emotion as it is a chemical reaction in the brain once triggered can not be turned off Buyers will sometimes wonder why they made a decision when they know the logical choice was something else This is a very practical book designed to give you everyday tools to take advantage of this breakthrough in understanding of how people make decisions You will meet and identify the seven emotional styles The Hustler The Artist The Normal The Engineer The Politician The Double Checker The Mover Every person from the CEO to receptionist makes decisions based on emotion You will be given a simple tool to identify each style using outward signs such as clothing language stance and office decor You will learn techniques to drive emotion through the use of green and red emotional buttons This book provides a summary of the scientific evidence showing why the old idea of a person being a logical being when faced with a decision is wrong Whether you or your client is aware of it emotion drives every decision Emotional Intelligence is today s buzz word driving the way people learn In the same way emotion is also the way every buyer you meet will make a decision and each buyer will make a decision based on their emotional makeup Every person you meet and want to influence will have a mixture of the seven emotional styles and understanding them is your key to future sales If you are looking to influence a decision or close a sale this book gives you the strategies to work with each emotional style If you want to establish rapport this book helps you by giving you ideas for conversation starters what to talk about and questions to ask of each emotional style so you will know what is really going on in their mind and importantly the chemistry in their brain driving emotion Most importantly it provides you with real tools so you can use emotion to close that important sale This book takes real life sales examples from my 30 years experience in sales and sales management to demonstrate the power emotion brings in closing the sale I have provided examples of losing campaigns where we have turned them around into winning sales in seconds just by recognising and addressing emotional needs You will instantly recognise the emotional styles in your colleagues and your clients and understand why they behave in certain ways This book includes worksheets a test for you re your own emotional style and ideas to use in your sales meetings This is one book you will refer to time and again to help you plan sales calls and closing sales Make every sales call pay by selling to emotional needs **Negotiate Better & Learn to Sell really well**

Simone Janson, 2025-03-19 Also in the 7th revised and improved edition published by a government funded publisher involved in EU programs and a partner of the Federal Ministry of Education you receive the concentrated expertise of renowned experts overview in the book preview embedded in an integrated knowledge system with premium content and 75% advantage At the same time you do good and support sustainable projects Because only those who can negotiate correctly

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Sticky Marketing Grant Leboff,2011-01-03 We live in a world were people have become empowered Consumers can contact companies directly and they can talk to each other with a powerful voice they never had before Sticky Marketing takes into account these fundamental changes and provides a new set of rules for effective communications in a world transformed by new technology It introduces a new model of customer engagement and asks not what your marketing can do for you but what your marketing can do for your customer Companies have to move away from the old marketing system of shouting messages at people to attracting them by providing value around their product or service in other words by becoming sticky or attractive Grant Leboff argues that it is not return on investment that matters but return on engagement not your unique sales point or USP but your customer engagement point your CEP

that will make the difference in today's cluttered marketplace Sticky Marketing proves that marketing should now be about value creation if you want to truly engage with your customers It is only by providing value that you can win the battle for customer attention stop shouting and start a conversation *Stickier Marketing* Grant Leboff,2014-02-03 In Sticky Marketing Grant Leboff argued that the old marketing system of shouting messages at people was finished replaced by providing value around your product or service brands needed to become sticky This new edition of Sticky Marketing Stickier Marketing remains a complete guide to producing effective marketing communications in a world of consumers empowered by new digital technology who do not want to be shouted at but engaged with It shows readers how providing return on engagement rather than return on investment and a customer engagement point rather than a unique selling point is what will make the difference in today's cluttered marketing place Updated throughout this new edition also includes brand new chapters on content marketing discovery and mobile marketing *Uncommon Sense* Dr. Tom Steiner,2016-11-11

UnCommon Sense is a book that offers business lessons involving emotional smarts book smarts and knowledge derived from a keen eye and a keen heart Leadership topics such as Motivation Trust Customer Service Selling Ideas Communication and Change are all viewed through the eyes of a seasoned Option Thinker The real life examples presented range in complexity from the failure of the Challenger Spacecraft to predicaments faced in prison settings While the solutions to the issues raised are not easy there is a shining light at the end of each tunnel Written in the fast paced humorous style of an ex New Yorker you will find yourself asking and answering many provocative questions The thought bombs at the end of each chapter will leave you constantly re evaluating your own leadership style What more can you ask for from a book **Heart and Sell** Shari Levitin,2017-02-20 Are you making it difficult for your potential customers to buy from you Today's buyers are overloaded overwhelmed by too much information and suffering from decision fatigue Across industries customers are delaying purchasing decisions or even choosing to stick with the status quo so they can avoid the dreaded sales process In response many sales professionals are overcompensating with behaviors that are either too accommodating or that create high pressure and alienating potential buyers in the process How can you reconcile your need to meet sales targets with the customer's desire for a heartfelt authentic sales approach Author Shari Levitin creator of the Third Level Selling system offers a dynamic framework for effective selling in the Digital Age Unlike other sales books that focus on abstract tips or techniques Heart and Sell offers a science based real world approach that will help you dramatically increase your sales regardless of your level or industry Discover the 7 Key Motivators that influence every decision your customer will make Learn to align your sales process with how people buy instead of fighting against it Harness the power of the Linking Formula to create true urgency Master the 10 Universal Truths so you can beat your sales quota without losing your soul Understand the 6 Core Objections and how you can neutralize them In a market where the right approach is key Heart and Sell shows you how to blend the new science of selling with the heart of human connection to reach more prospects and

consistently close more deals

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Emotional Selling Introduction

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