



**ASSESSMENT SYSTEMS**  
— FOR GOOD MEASURE™ —

# TEAM SUMMIT

## THE ATTRIBUTES OF HIGHLY EFFECTIVE TEAMS



*September 9, 2016*

# PERSONAL QUALITIES OF BUSINESS TEAMS



EGO DRIVE



EMPATHY



COMMITMENT



MATURITY



PERSONAL MAGNETISM



SINCERITY



SELF-CONFIDENCE



TRAINABILITY

# EGO DRIVE

**EGO DRIVE IS A BALANCE WITHIN ONESELF**



## **ENERGY**

Some goal must  
energize oneself



## **IMAGE**

Each of us must  
have a good self  
image



## **OPTIMISM**

We must remain  
optimistic about  
achieving our goals

# EMPATHY

01

Throughout CUSTOMER SUPPORT & SELLING, the importance of having empathy has been emphasized

03

EMPATHY is the capacity to participate in another person's feelings or ideas

02

AGILE PEOPLE can put themselves in their customers' situations

04

Only with EMPATHY can we truly understand our customers and inspire them

# COMMITMENT

- The spiritual dimension of “sharpening the mind” has to do with COMMITMENT to one’s value system
- A person’s VALUE SYSTEM inspires that person and affects how he treats other people
  - In a sales or customer service context, commitment encompasses the feelings a person has toward the various aspects of his career and his customers

# MATURITY

- A MATURE person is one who can make personal adjustments to people and circumstances
- We show maturity in their ability to control personal feelings
- SELF-CONTROL is a necessary attribute of the successful business person and colleague.

# PERSONAL MAGNETISM



- Personal magnetism is a combination of enthusiasm, intelligence, and smartness
- It is a trait that strongly attracts others to those who have it
- People who have personal magnetism are just that much more ahead of their competition

# SINCERITY

- A mental dimension of “sharpening the mind” is sincerity
- Sincere customer support & sales people develop trusting relationships with customers
  - Sincerity convinces the prospect that the salesperson knows what she is talking about
  - Sincere sales & customer support people are truly convinced that their products and services will meet their customers’ needs and wants

# SELF-CONFIDENCE

- SELF-CONFIDENCE is
  - The belief in oneself or one's own abilities
  - The belief that success comes from hard work and intelligent effort, not luck
- BE PROACTIVE, means that we must take responsibility for what we do
  - Taking initiative requires self-confidence

I'll update this to include customer support

## Ten Habits of Highly Effective Salespeople

### Top Salespeople...

1. *Spend 60% to 70% of a sales contact letting the customer talk.*
2. *Are better than others at recognizing and responding to objections - even silent ones.*
3. *Are more effective than others at identifying and prioritizing customer needs.*
4. *Typically offer product or service recommendations after 40% or more of the time has elapsed in the contact.*
5. *Present recommendations more in terms of customer benefits than in terms of product features.*
6. *Are more enthusiastic than others about attending sales training seminars.*
7. *Listen to motivational tapes in their cars and read inspirational books at home.*
8. *Talk more frequently about what they've achieved than about what they haven't done.*
9. *Smile more than others do.*
10. *Remember to say "Thank You."*

**THANK YOU**