

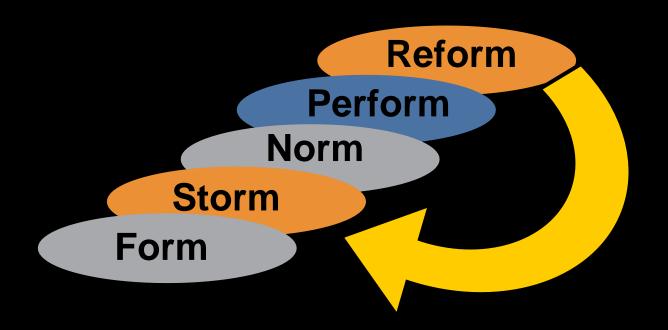




**Special End of the World Edition** 

## Just kidding!

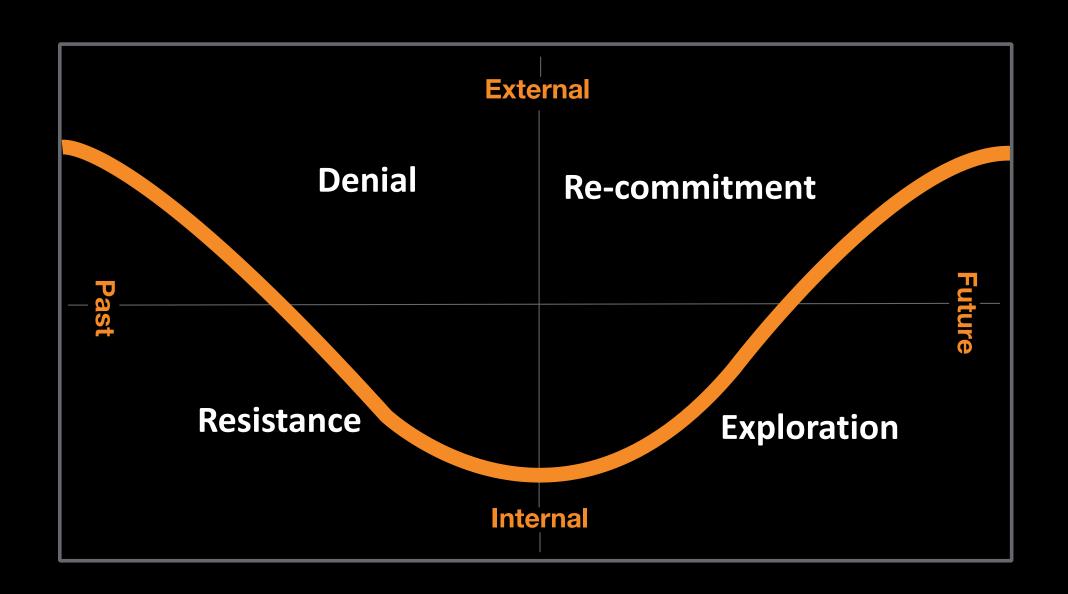
### The Stages of Your Organization



# Things will never go back to normal. Things will always go forward to normal.

## Change is personal.

### **The Transition Curve**



## I'll be 70 in 50 days.



#### **The Coronavirus Outbreak**

**Latest Updates** 

Maps Market Updates

U.S. Impact

**Common Questions** 

Newsletter

## The \$2 trillion relief package is the biggest in American history.

The White House and Congress struck a deal in the predawn hours to deliver \$2 trillion in government relief to a nation increasingly under lockdown, watching nervously as the twin threats of disease and economic ruin grow more dire.

Reached after midnight, the rescue deal was the product of a marathon set of negotiations among Senate Republicans, Democrats and the White House that had <u>stalled as Democrats</u> insisted on stronger worker protections and oversight of a \$500

billion fund to boil out distrogged businesses



Job #1 is to stay out of the hospital.

## Monday, I wrote a 5-page report.

## "Perspectives on the pandemic and what to do now."

## Two weeks ago, I wrote down what I would do if I were a sales manager.



# What you want people to know about your business right now?

## Chris.Lytle@InstantSalesTraining.com

## WFH

## **Working From Home**





LATEST

**EVENTS** 

**TOPICS** 

SOCIAL TOP 50

**CONTACT US** 

**ADVERTISE** 

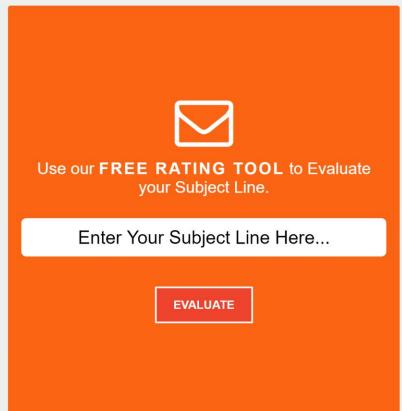
#### Over 7 Million Subject Lines Tested. #1 Free Subject Line Rating Tool.





#### 7 Ways to Improve Your Email Subject Lines

Every word, every letter counts. If you want to improve your email marketing performance in 2020, then your subject lines are a good place to start.







#### Prioritizing Your Inbound Marketing Strategies for 2020

We've zeroed in on the top six tactics to implement in 2020. By incorporating them into your overarching strategy, you'll ideally see success in your inbound campaigns this year.



©2020 SubjectLine.com





























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### **SURGING WORDS IN SUBJECT LINE:** MARCH 5<sup>th</sup> – MARCH 16<sup>th</sup>

**B2C:** 

worldata.com/videos/WDWebinar\_03192020.mp4

Open Rate Increase When Using:

**Home - UP 18%** 

**Delivery – UP 22%** 

Shipping – UP 14%

**Bored - UP 25%** 

**WFH - UP 17%** 

**Open – UP 20%** 

You/Your - UP 25%

**Yes - UP 11%** 

'Free' is bigger than ever: UP – 39%

**B2B**:

Open Rate Increase When Using:

Virtual – UP 24%

**Online - UP 16%** 

Home - **UP 11%** 

Essential – UP 15%

**WFH - UP 22%** 

**Tips - UP 21%** 

You/Your - UP 22%

Insight – UP 14%

'Free' is bigger than ever: UP - 31%







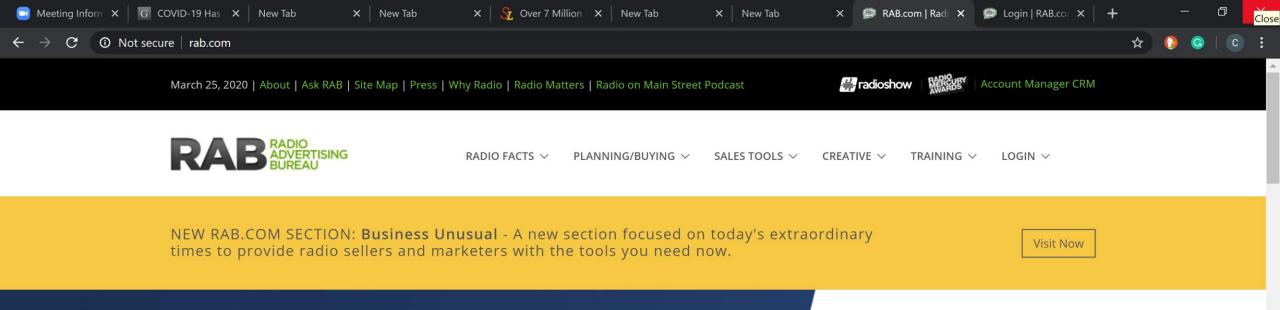












### Is everything canceled?



- In-person meetings CANCELED
- **a** Going out to lunch **CANCELED**
- (A) Happy hour meet-ups CANCELED
- Radio. IT'S ON!

#### Not Radio. It's On!

Customize our free social media tiles and spread the word!

Click Here



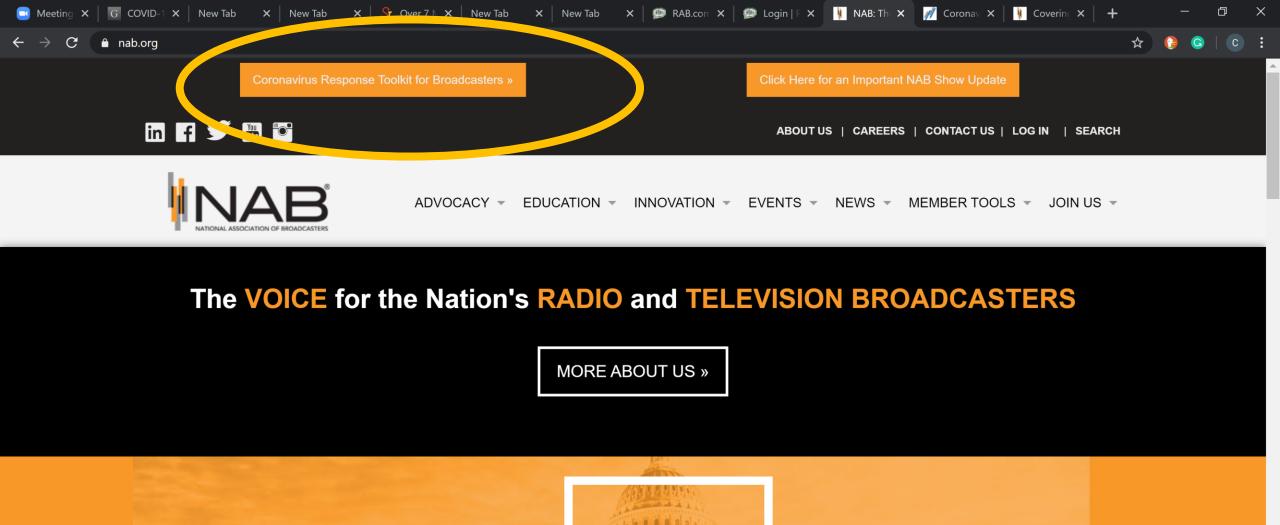














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**OKAY** 

























★ topsalesworld.com

CONTACT



CONTRIBUTORS











NEWSLETTER

#### TODAY'S TOP POST

#### MOVING FORWARD TOGETHER

MARCH 24, 2020 BY TIBOR SHANTO

By Tibor Shanto I hope that you are reading this in a safe environment, but glad to see you are still engaged. We are all making decisions about how to deal with the effects of the COVID 19 outbreak. I have decided to reach out and talk to clients about the impact of events on their families

#### LATEST WORLD HEADLINES

RESOURCES

JF INITIATIVES

EXTREMELY SIGNIFICANT UPCOMING WEBINAR: "OPERATING IN A PANDEMIC" WITH DAVE KURLAN AND CHRIS MOTT ON 3/27 AT 11 **AM EASTERN** 

TOP POST OF THE DECADE - THE RESULTS HAVE BEEN ANNOUNCED!











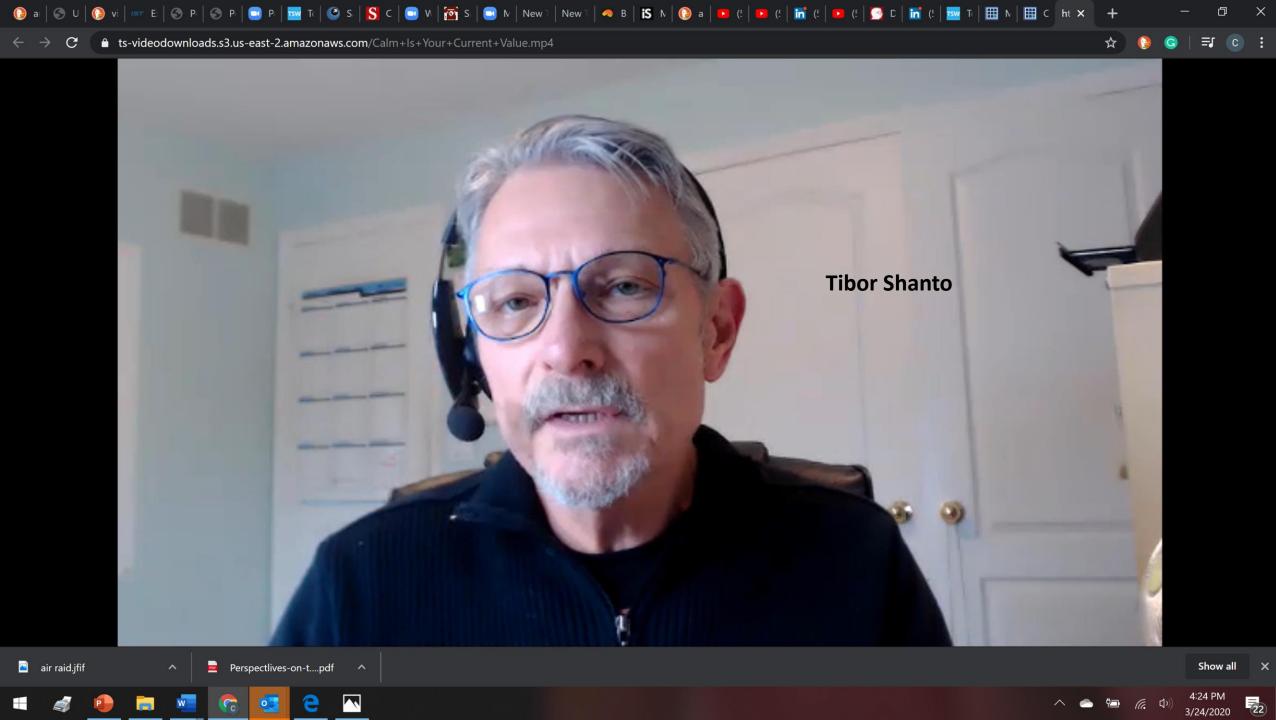










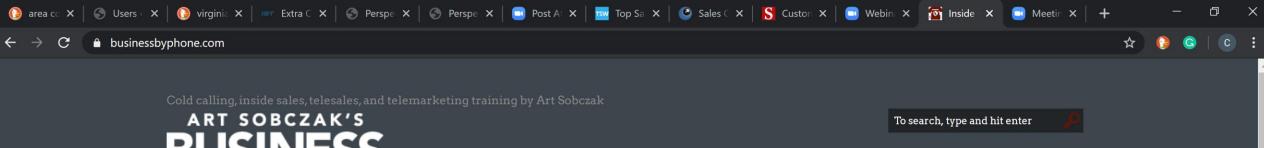




"SME."

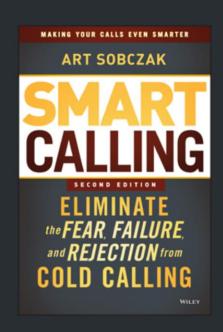
## "Subject Matter Expert"





HOME ABOUT FREE STUFF SHOP ART'S BLOG HIRE ART CONTACT EVENTS

Helping sales pros say exactly the right things by phone for rejectionless cold calling & selling.



## DON'T COLD CALL AGAIR

LEARN HOW TO GET A **WIN** ON EVERY PROSPECTING CALL.

Do you dread calling prospects? Are you tired of rejection? Prospecting for customers is a necessary part of doing business, but you don't have to suffer through it any more.































## "Having a conversation is better than not having a conversation."

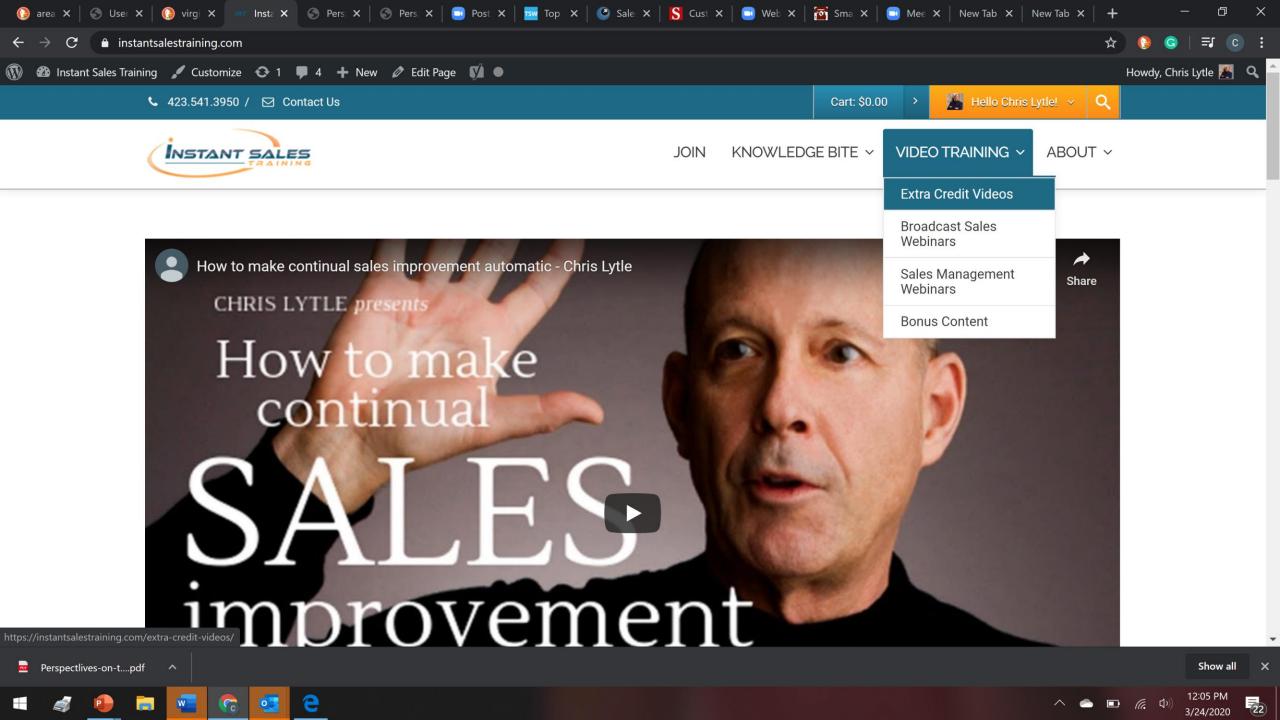
### Zoom.us

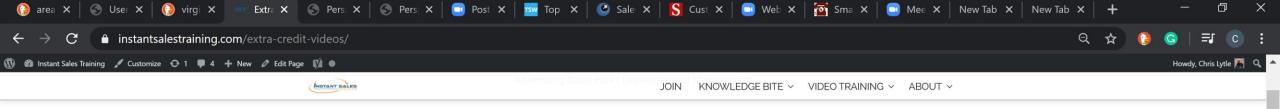
## "It's not about selling today."

### "You now have a built-in way to connect with everyone."

"You have a massive opportunity to be proactive and make a positive, lasting impression on your customers and prospects."

"Work on you."





#### Great Advice on Selling



Colleen Francis is a brilliant author and sales trainer. She's written Engage Selling and Non-Stop Sales Boom. But she had a very slow start in her first job selling life insurance. One day, the top salesperson at the agency let her ride along with him to observe how he sold life insurance. She learned something that day that changed everything for the better. Watch Instant Leverage, Power Profits. Then, check out Colleen's blog here.



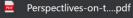
Neil Rackham's SPIN Selling is based on examining 35,000 recorded sales calls for what worked and what didn't. If you don't know what he learned, then you are flying blind in selling. In this fifteen-minute video, Neil talks about the biggest mistake entrepreneurs make when they try to sell their products and services. It's the same mistake salespeople make when they are passionate about what they are selling and think everyone can benefit from their offering.





leff Thull looks at the evolution of the selling mindset. The author of Exceptional















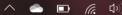










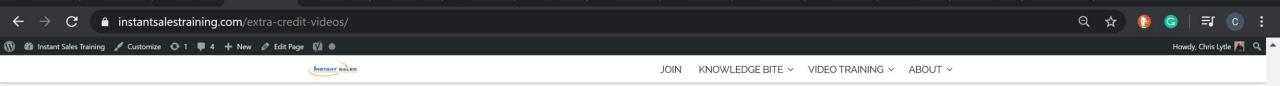








Show all



Extra X 🕝 Pers X 🕙 Pers X 🗔 Post X 🖼 Top X 🙆 Sale X 🦻 Cust X 📵 Web X 🔯 Sma X 📵 Mee X New Tab X New Tab X

#### Negotiation



The late, great Herb Cohen penned You Can Negotiate Anything. I was fortunate to see him speak twice at major conferences. This is a talk he gave at Penn State University. "You've got to care, but not that much" is some of the best negotiation advice you'll ever hear.



Chris Voss is a former FBI hostage negotiator and author of Never Split the Difference. Get to know his views on "tactical empathy" in this TED Talk. Or watch his talk at Google.



Imagine if every negotiation you did was life or death and had to work. That's why learning negotiation from an FBI hostage negotiator is a good idea.



You can learn a lot from Roger Dawson, a glib speaker and author of Power Negotiation: You Can Get Anything You Want. I once shared the platform with him at a major broadcast convention and can tell you he's one of the good guys. He's being very generous with his content on YouTube. There's a lot more where this one came from.







Perspectlives-on-t....pdf













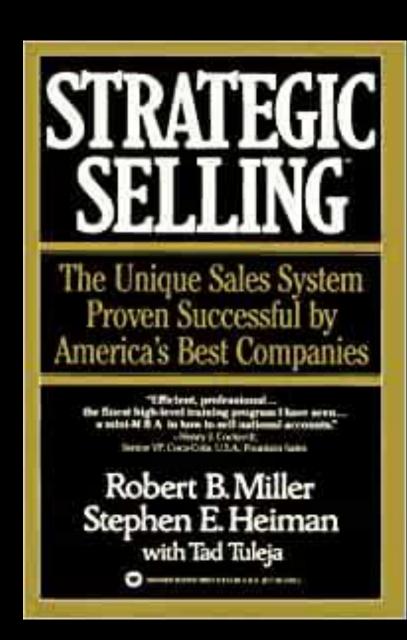








Show all



Don't pick up the phone or drop by without a <u>VALID</u> BUSINESS REASON.

#### Valid: It's all about the customer.

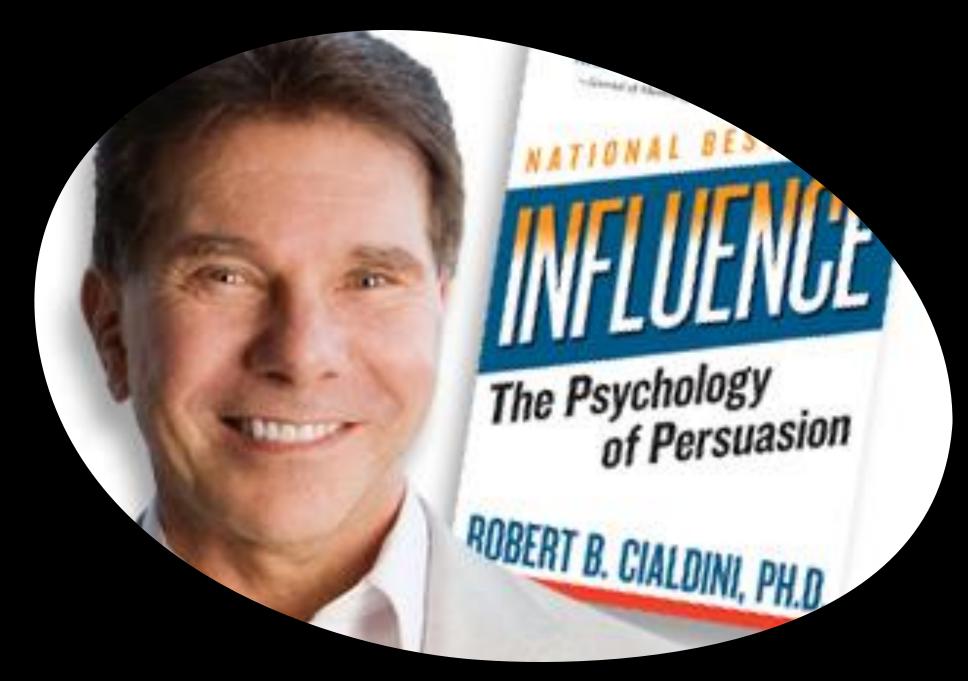
## Business: What are they trying to fix, accomplish or avoid?

### Reason: Not your reason—the customer's reason to see you.

It's strictly about business. It's focused on your customer's business and their individual challenges and goals.

### The reason for my unexpected sales call is...

## ...because I have an idea I want to run by you.





#### The Mindlessness of Ostensibly Thoughtful Action: The Role of "Placebic" Information in Interpersonal Interaction

Ellen Langer Harvard University

Arthur Blank and Benzion Chanowitz
The Graduate Center
City University of New York

Three field experiments were conducted to test the hypothesis that complex social behavior that appears to be enacted mindfully instead may be performed without conscious attention to relevant semantics. Subjects in compliance paradigms received communications that either were or were not semantically sensible, were or were not structurally consistent with their previous experience, and did or did not request an effortful response. It was hypothesized that unless the

Request #1: "Excuse me, I have 5 pages, may I use the Xerox machine?"

Request #2: "Excuse me, I have 5 pages, may I use the Xerox machine because I have to make copies?"

Request #3: "Excuse me, I have 5 pages, may I use the Xerox machine because I am in a hurry?"

#### 60%

Request #1: "Excuse me, I have 5 pages, may I use the Xerox machine?"

#### 93%

Request #2: "Excuse me, I have 5 pages, may I use the Xerox machine, because, I have to make copies?"

#### 94%

Request #3: "Excuse me, I have 5 pages, may I use the Xerox machine, because I am in a hurry?"

## .. because I found some research I think you'll appreciate.

x | 🛗 (15) Lane | x | New Tab x | Mew Tab

#### CONTRARIAN THE YD



JULY 24, 2019

■ bill mcgov X G drive from X New Tab

#### Three Reasons To Like Gary Vee

If you ever tell anyone I said this I'll deny it, but I kinda like Gary Vee. I know he's full of shit but I can't help liking the guy.

Here are three reasons I like him:

- 1. He gives hope to those suffering from DDD (Delusional Disrupter Disorder.) These meatballs think that Gary's "just a poor boy with a vision" hooey is a model for success. They don't understand probability. They have about as much likelihood of gaining success from Gary's homilies as I have of winning a hugging contest. Nonetheless, he gives them hope.
- 3. Our business has two kinds of bullshit the cold bullshit of the data weasels and the hot bullshit of the Gary Vees. You can have your Powerpoint-addled jargon-spewing data-monkeys. I'll take Gary's hot bullshit any day.
- 3. He had to grow up in New Jersey with the name Vaynerchuk. You try it.

"ONE OF OUR TRULY GREAT MARKETING ICONOCLASTS" PROF. MARK RITSON



An Amazon #1 Best Seller

NOMINATED FOR MARKETING BOOK OF THE YEAR



"People over 50 have about 70% of all the wealth in the country. They are responsible for about half of all consumer spending. They buy 62% of all new cars. Even though many are retired, they still have 55% higher annual income than some other adult demo groups.

"And on average they have a net worth about 3 times that of the rest of the people.

They dominate 94% of CPG categories. They are the internet's largest demographic constituency. They are much easier and much cheaper to reach than any other demographic group. And, according to Nielsen, they are the target for 5% of all advertising.

Let me repeat the key fact here. Even though people over 50 are responsible for about half of the consumer spending in country, they are the target for 5% of all ads.

### For instance...







### "Tell it to me over the phone."

### "Let's go on Zoom because I <u>have</u> some <u>visual aids</u>."

# Besides it will take no more than 20-minutes and it's a non-decision making, fact-finding conversation.





## People buy the <u>WAY</u> you sell before they buy <u>WHAT</u> you sell.

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
OBJECTIVE	To open doors; to "see what's going on"	To persuade and make a sale, or to advance the prospect through the process	Customer creation and retention; to "find the fit"; upgrade the client and gain information	To continue upgrading and increase share of business
LEVEL OF TRUST	Neutral or distrustful	Some credibility	Credible to highly credible, based on sales person's history	Complete trust based on established relationships and past performance
APPROACH & INVOLVEMENT	Minimal or non-existent	Well-planned; work to get prospect to buy into the process	True source of industry information and "business intelligence"	Less formal and more comfortable because of trust and history
CONCERN OR SELF-ESTEEM ISSUE	➤ Being liked	Being of service, solving a problem	Being a resource	Being an "outside insider"

INVOLVEMENT		non-existent	get prospect to buy into the process	and "business intelligence"	of trust and history	
CONCERN OR SELF-ESTEEM ISSUE		- Being liked	Being of service, solving a problem	Being a resource	Being an "outside insider"	
PRE-MEETING PREPARATION		Memorize a canned pitch or "wing it"	Set objectives, pre-script questions, articulate Purpose, Process,Payoff	Research trade magazines, internet, analyze client's competition	Thorough preparation sometimes with proprietary info not available to other reps	
POINT OF CONTACT		Buyer or purchasing agent	End users as well as buyers or purchasing agent	Buyer's end user and an "internal coach" or advocate within the client's company	"Networked" through the company; may be doing business in multiple divisions	
PRESENTATION	•	Product literature, spec sheets, or rate sheets	Product solution for problem uncovered during needs analysis	System solutions	Return on investment, proof and profit improvement strategies	
	PREFERENCE CETTINIOS					



■ PREFERENCE SETTINGS

There are Level 1, 2, 3 and 4 sales relationships, meetings, sales conversations, sales presentations, voicemails, emails and prospecting approaches.

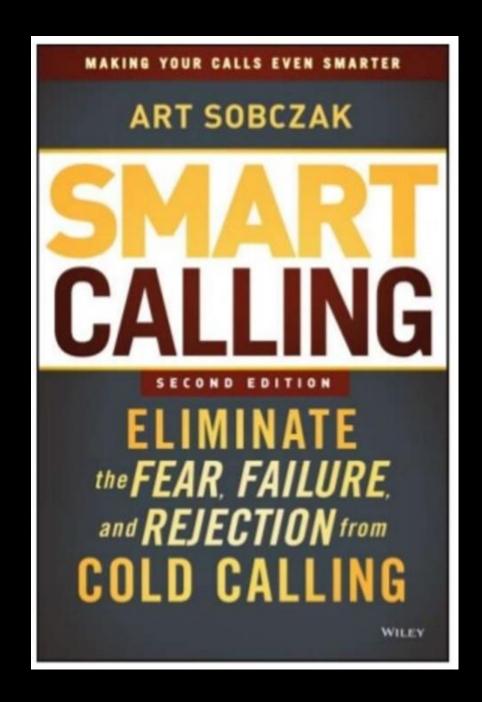


It's a quality game, not a <u>numbers</u> game.

—Art Sobczak

"If you've left a good voicemail, then you're more likely to get your call <u>taken</u> the <u>next</u> <u>time</u>."

—Art Sobczak





Step 1: Tell your prospects how you learned about them and why you chose to call.

"Mr. Lytle, I heard a radio commercial about your upcoming seminar in Green Bay. Our firm works with speakers to provide back of the room materials they can sell to increase their daily fee. I'd like to ask you a few questions to see if your audiences and, therefore, you would benefit from our materials. Please take my call Monday at 10 AM when I call to follow up this message."



Seven reasons your emails and voicemails don't connect

## 1. No <u>context</u> for email or voicemail (It comes <u>out</u> of <u>nowhere</u>.)

"Mr. Lytle, I heard a radio commercial about your upcoming seminar in Green Bay. Our firm works with speakers to provide back of the room materials they can sell to increase their daily fee. I'd like to ask you a few questions to see if your audiences and, therefore, you would benefit from our materials. Please take my call Monday at 10 AM when I call to follow up this message."

### 2. No pre-contact research

### 3. No benefit for the prospect

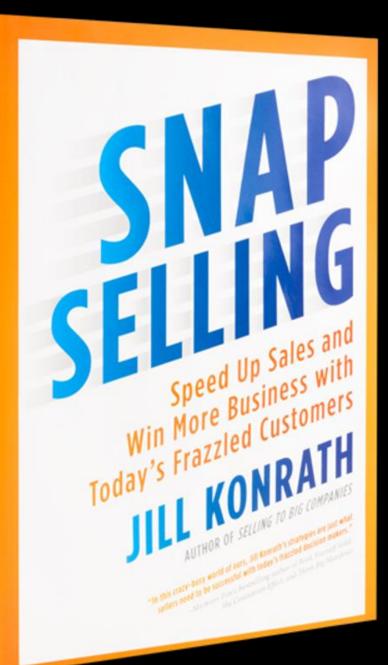
## 4. Level 1: All about you and your station

### 5. No <u>customization</u> or <u>differentiation</u>

### 6. Fail to ask permission to ask questions

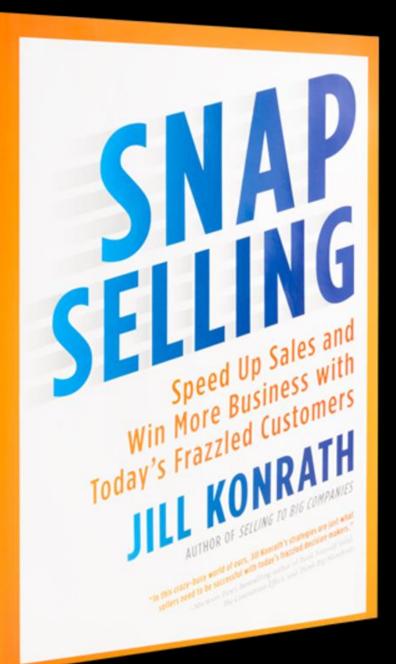
## 7. Assumes a need that may or may not exist



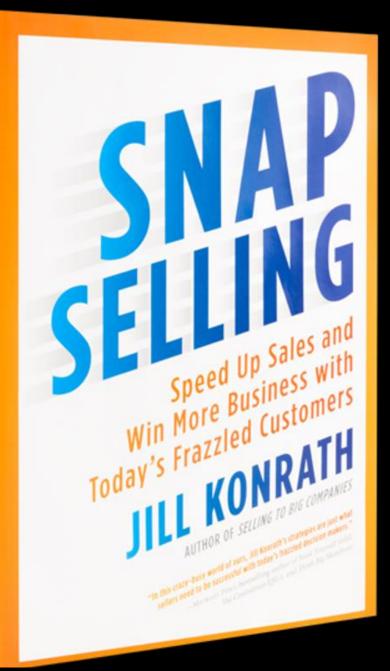


"Avoid promiscuous prospecting."

adjective: promiscuous, demonstrating or implying an undiscriminating or unselective approach; indiscriminate or casual.



"Be relentlessly relevant."



"Focus on 10 to 20 key prospects.
Voicemail yourself before you voicemail your prospect."



### Sam Richter

in sales and business development."

... Harvey Mackey, New York Times #1 Bestselling Author, Swim With the Sharks

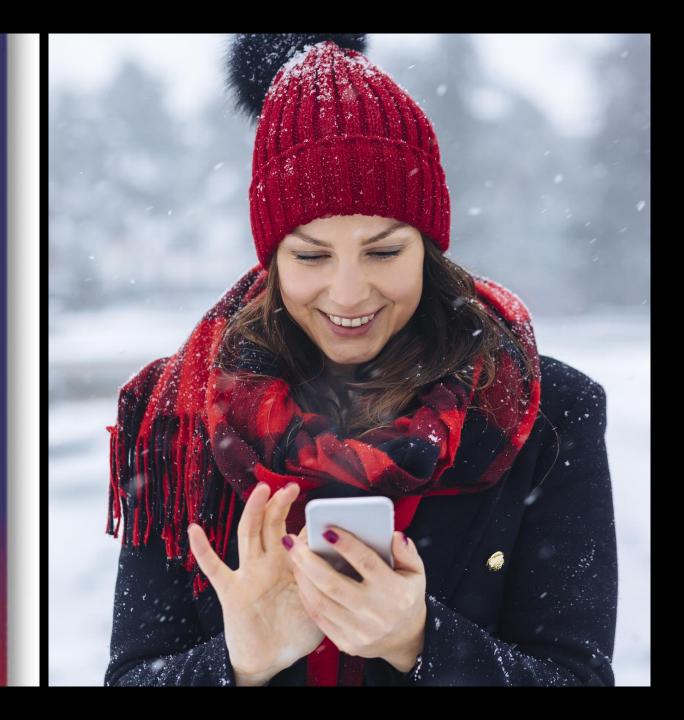
### TAKE THE COLD **OUT OF COLD** CALLING

#### Web Search Secrets

Know More Than You Ever Thought You Could (or Should)
About Your Prospects, Clients and Competition

Sam Richter

Includes Online Resource Center

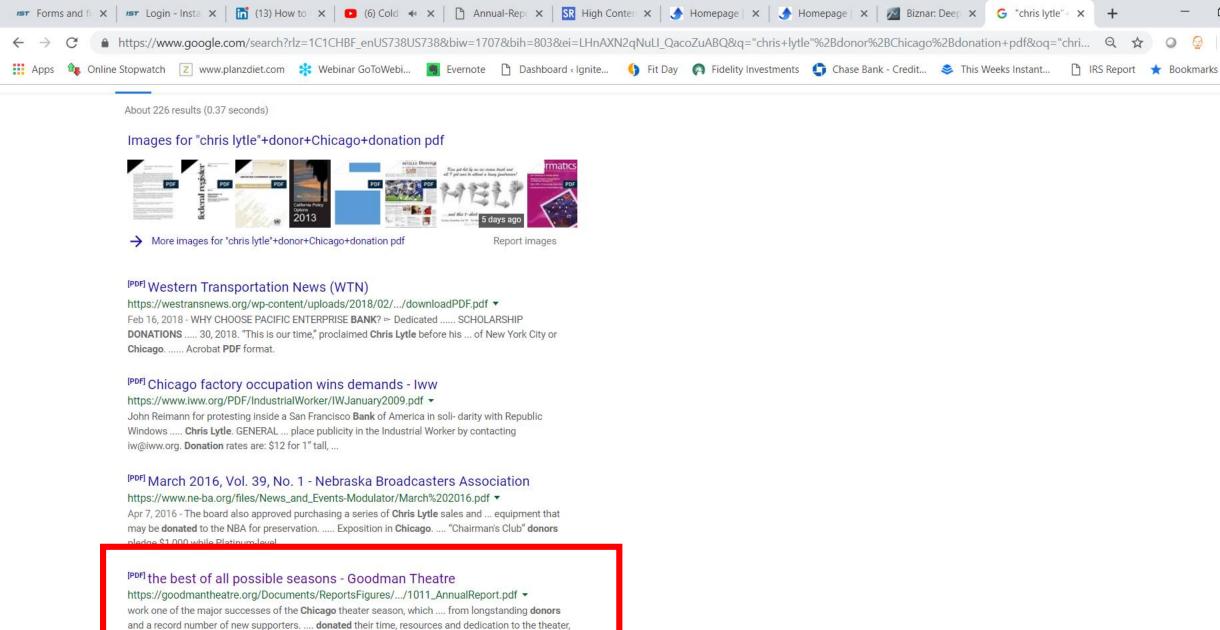


## "Where can I get information so I know what's going on in their world?"

# 3 x 5 Learn <u>3</u> things in <u>5</u> minutes or Learn <u>5</u> things in <u>3</u> minutes

#### **Boolean Searches**

## "Chris Lytle"+donor+donation+Chicago filetype: PDF



"" East Bay Book of Lists - East Bay Economic Development Alliance











and were ..... Chris Lytle. Orlanda B.













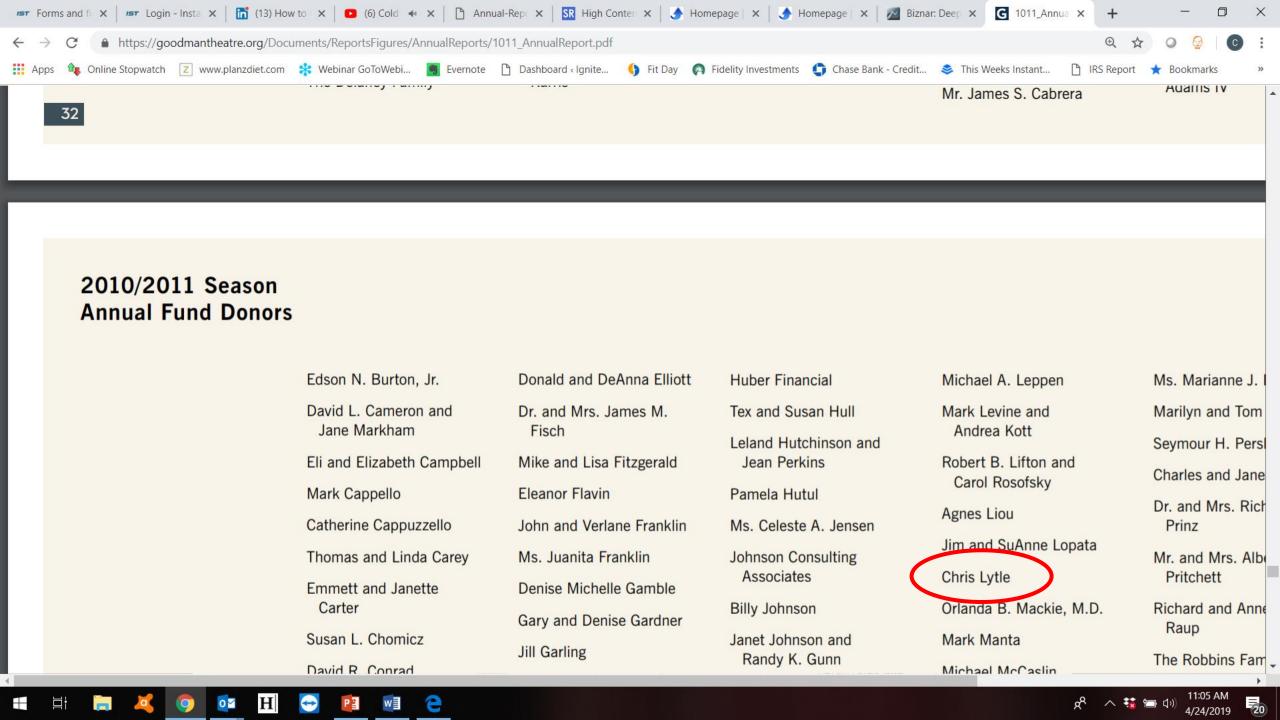












### **Google Chris Lytle**







Google











: More

Settings

Tools

About 1,860,000 results (0.65 seconds)

#### Chris Lytle - Wikipedia

https://en.wikipedia.org > wiki > Chris\_Lytle •

Chris Scott Lytle (born August 18, 1974) is a retired American mixed martial artist, boxer and a veteran of the Ultimate Fighting Championship. Lytle was prominently featured as a Welterweight on The Ultimate Fighter 4: The Comeback.

Other names: Lights Out By submission: 22

Reach: 68 in (173 cm) Team: Integrated Fighting Academy

Background · Mixed martial arts career · Personal life · Mixed martial arts record

#### Videos



BKFC 2 Debut: Chris Lytle vs. Drew Lipton

Bare Knuckle Fighting... YouTube - Aug 15, 2019



Bare Knuckle FC 2: Chris Lytle Came Out Of Retirement ...

MMAFightingonSBN YouTube - Aug 23, 2018



Bare Knuckle FC 2: Chris Lytle Says Body Shots in Bare ...

MMAFightingonSBN YouTube - Aug 26, 2018



#### Chris Lytle

American mixed martial artist

Chris Scott Lytle is a retired American mixed martial artist, boxer and a veteran of the Ultimate Fighting Championship. Lytle was prominently featured as a Welterweight on The Ultimate Fighter 4: The Comeback. Wikipedia

Born: August 18, 1974 (age 45 years), Indianapolis, IN

Weight: 170 lbs

Height: 5' 11"

Spouse: Kristin Lytle

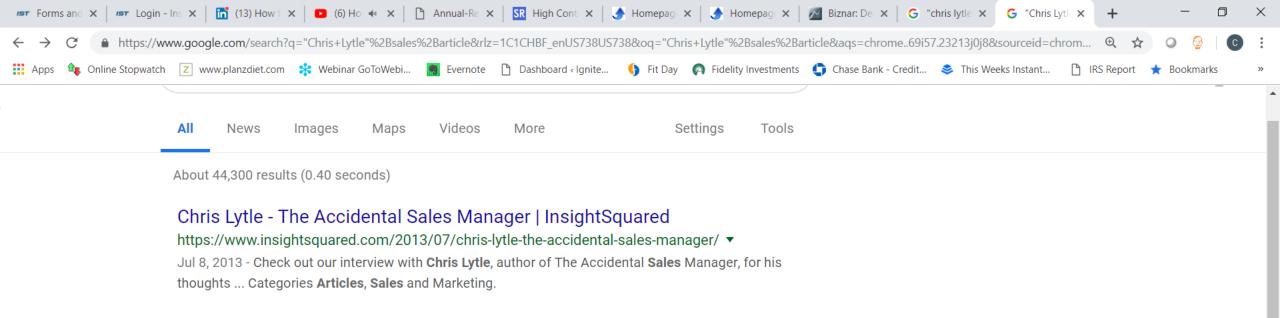
Movies: UFC 93: Franklin vs. Henderson, UFC 86: Jackson vs. Griffin,

UFC 68: The Uprising, UFC 81: Breaking Point

Education: Southport High School Indiana University

#### **Boolean Searches**

"Chris Lytle"+ sales + article



#### [PDF] Running Great Sales Meetings--Chris Lytle - Radio Advertising Bureau

rab.com/academy/PDFs/Running%20Great%20Sales%20Meetings--Chris%20Lytle.pdf ▼ Feb 25, 2016 - How to Run Great Sales Meetings Every Time. Today's ... #+\$, 1-&. Chris.Lytle InstantSalesTraining.com ... article reveals Honly 10 of the.

#### [PDF] Special Report: Shaking Up Your Sales Meetings - Instant Sales ...

https://instantsalestraining.com/wp.../SpecialReport-ShakingUpYourSalesMeetings.pdf ▼ By Chris Lytle. As the years go ... and get articles and editorials from business magazines and newspapers. .... the article for your sales force and their customer.

#### Why Your Company Isn't Making More Money - Entrepreneur

https://www.entrepreneur.com/article/219608 ▼

May 11, 2011 - Chris Lytle has some theories. He's the founder of the sales-training company Fuel, and the author of a classic business book that's just out in a ...

The Accidental Salesperson: How to Take Control of Your Sales.



















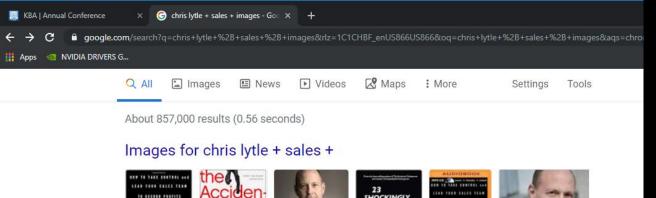






#### **Boolean Searches**

"Chris Lytle"+ sales+ images













→ More images for chris lytle + sales +

Report images

#### About Chris Lytle - Instant Sales Training

https://instantsalestraining.com > about-chris-lytle •

Chris Lytle has conducted more than 2200 seminars throughout the English-speaking world. A gifted speaker and teacher, Chris inspired and educated ...

Missing: images | Must include: images

#### Chris Lytle, Author at Instant Sales Training

https://instantsalestraining.com > author > chris •

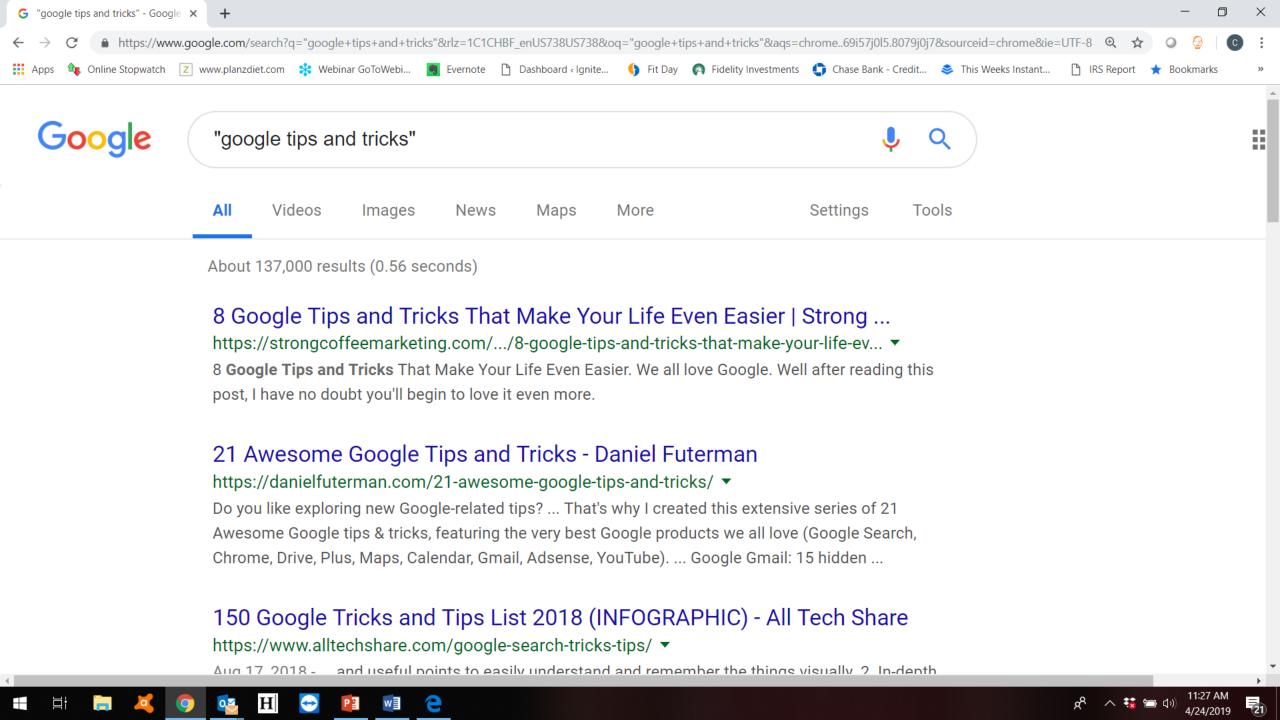
**Chris Lytle** has conducted nearly 2300 seminars throughout the English-speaking world. A gifted speaker and the best-selling author of The Accidental ...

Missing: images | Must include: images

#### Videos



## Google: "Google Tips and Tricks"





## Step 2: Explain the benefit or outcome the prospect can expect.

"Mr. Lytle, I heard a radio commercial about your upcoming seminar in Green Bay. Our firm works with speakers to provide back of the room materials they can sell to increase their daily fee. I'd like to ask you a few questions to see if your audiences and, therefore, you would benefit from our materials. Please take my call Monday at 10 AM when I call to follow up this message."

# When you're selling a <u>solution</u> market the <u>problem</u>.



# Step 3: Don't assume the prospect needs what it is you're offering.

"Mr. Lytle, I heard a radio commercial about your upcoming seminar in Green Bay. Our firm works with speakers to provide back of the room materials they can sell to increase their daily fee. I'd like to ask you a few questions to see if your audiences and, therefore, you would benefit from our materials. Please take my call Monday at 10 AM when I call to follow up this message."

# Step 4. Don't leave a number or ask the prospect to call you back.

# Step 5. Say what you will do. Then, do it.

"Mr. Lytle, I heard a radio commercial about your upcoming seminar in Green Bay. Our firm works with speakers to provide back of the room materials they can sell to increase their daily fee. I'd like to ask you a few questions to see if your audiences and, therefore, you would benefit from our materials. Please take my call Monday at 10 AM when I call to follow up this message."

## False assumptions



Your early childhood experience works against you in seling.



"Take care, Christopher."

#### "Don't speak to strangers."

"Be careful."

"Take a risk."

"Start your own business, son."

"Become a road warrior."

You're not putting yourself on the line. You're putting your prospecting system on the line. And you can always tweak your prospecting system.

"It's not the cold call. It's the interrupting. Interrupt. Without interrupting, your pipeline will be empty. Exposing them to a new idea is a big favor. The extent you're resisting interrupting more people is the extent to which you're holding yourself back." —Jeb Blount



"The fear of rejection is so huge in our society. There's a real easy way out of it. And that's to seek rejection. Rather than try to sell something tomorrow, how many noes are you going to get? Once you realize you're not afraid of being told, 'No,' you have this huge source of power." —Steve Chandler



"Make sure you get at least five. And the next day get three. It's harder than you think. Set up a system because if you're afraid to get a no, you will never come close to what you can do."





#### FOR BUSINESS OWNERS WHO ARE TIRED OF CHASING THE NEXT SALE

# UNLOCK SALES GAME



#### ARI GALPER

The World's #1 Authority on Trust-Based Selling CEO of *Unlock The Game*\*

"I'm giving you a ring to see if you have <u>any feedback</u> from our last conversation." –Ari Galper

## The "Magic" Question



Real prospects engage with you. Information seekers will let (make) you chase them down.

## The "Magic" Email

## Subj: Quick Question



Cliff,

I have you on my waiting for list of people I'm expecting to hear back from. Am I still on your radar?

Chris



"This is the way I work . . ."

# People buy the WAY you sell before they buy WHAT you sell.

## The Top 3 Buyer Dislikes

- 1. Lack of <u>preparation</u>
- 2. Lack of interest or purpose
- 3. Over-aggressiveness and failure to <u>listen</u>.



"In preparing for this meeting I..."

Case study: what you can learn from a sales pro who gets 100% of his calls (and emails) returned











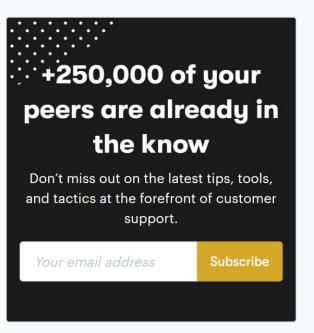


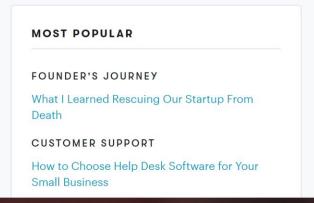
## **5 Free Scripts for Writing Handwritten Notes That Wow Your Customers**





Search Groove Blog...

































## OHIO CONFERENCE TRACK AND FIELD CHAMPIONSHIPS





BALDWIN-WALLACE COLLEGE MAY 12-13, 1972







## I don't have time to write a note.

Thank you for being our Radio partners and please let us know what else we can do for you.

WFH,
Chris and Zola
773-501-7008 773-501-5301