

# *PSYCHOLOGY* *of* *SELLING*



Advanced  
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Instantly

Use Emotional Intelligence Techniques to Make  
Your Pitch and Close the Deal Every Time

Avery Wright

# Emotional Selling Using Emotional Intelligence To Get Sales Paperback

**Jeb Blount**



## **Emotional Selling Using Emotional Intelligence To Get Sales Paperback:**

**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 *Sales EQ* Jeb Blount, 2017-03-02 The New Psychology of Selling The sales profession is in the midst of a perfect storm Buyers have more power more information more at stake and more control over the sales process than any time in history Technology is bringing disruptive change at an ever increasing pace creating fear and uncertainty that leaves buyers clinging to the status quo Deteriorating attention spans have made it difficult to get buyers to sit still long enough to challenge teach help give insight or sell value And a relentless onslaught of me too competitors have made differentiating on the attributes of products services or even price more difficult than ever Legions of salespeople and their leaders are coming face to face with a cold hard truth what once gave salespeople a competitive edge controlling the sales process command of product knowledge an arsenal of technology and a great pitch are no longer guarantees of success Yet this is where the vast majority of the roughly 20 billion spent each year on sales training goes It is no wonder many companies are seeing 50 percent or more of their salespeople miss quota Yet in this new paradigm an elite group of top 1 percent sales professionals are crushing it In our age of technology where information is ubiquitous and buyer attention spans are fleeting these superstars have learned how to leverage a new psychology of selling *Sales EQ* to keep prospects engaged create true competitive differentiation as well as shape and influence buying decisions These top earners are acutely aware that the experience of buying from them is far more important than products prices features and solutions In *Sales EQ* Jeb Blount takes you on an unprecedented journey into the behaviors techniques and secrets of the highest earning salespeople in every industry and field You will learn How to answer the 5 Most Important Questions in Sales to make it virtually impossible for prospects to say no How to master 7 People Principles that will give you the power to influence anyone to do almost anything How to shape and align the 3 Processes of Sales to lock out competitors and shorten the sales cycle How to Flip the Buyer Script to gain complete control of the sales conversation How to Disrupt Expectations to pull buyers towards you direct their attention and keep them engaged How to leverage Non Complementary Behavior to eliminate resistance conflict and objections How to employ the Bridge Technique to gain the micro commitments and next steps you need to keep your deals from stalling How to tame Irrational Buyers shake them out of their comfort zone and shape the decision making process How to measure and increase your own *Sales EQ* using the 15 Sales Specific Emotional Intelligence Markers And so much more *Sales EQ* begins where The Challenger Sale Strategic Selling and Spin Selling leave off It addresses the human relationship gap in the modern sales process at a time when sales organizations are failing because many salespeople have never been taught the human skills required to effectively engage buyers at the emotional level Jeb Blount makes a compelling case that sales specific emotional intelligence *Sales EQ* is more essential to success than

education experience industry awareness product knowledge skills or raw IQ and sales professionals who invest in developing and improving Sales EQ gain a decisive competitive advantage in the hyper competitive global marketplace Sales EQ arms salespeople and sales leaders with the tool

**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

**Emotional Intelligence for Sales Leadership** Colleen Stanley, 2020-06-16 The best way to get ahead in sales is by developing the critical soft skills that will enable you not just survive but thrive Chronic complainers no accountability finger pointers or learning resistant laggards these culture killers costs sales organizations more in productivity than being weak in the so called hard skills of selling Sales leadership expert Colleen Stanley shows how emotional intelligence and the development of these critical soft skills improve sales leadership effectiveness and outperforms doubling down on more sales technology tools and fads In **Emotional Intelligence for Sales Leadership** Colleen provides sales secrets that Shows sales leaders why real world empathy and emotion management are the key to building strong relationships with their sales team Offers simple steps on how sales leaders create sales cultures that embrace feedback and change through the development of critical emotional intelligence skills Provides guidance on how to identify key emotional intelligence skills needed in your hiring process to build resilient sales teams Walks readers through the process of training sales teams on soft skills that ensure the consistent execution of the right selling behaviors The missing link is in hiring for and developing emotional intelligence skills in sellers and sales leaders **Emotional Intelligence for Sales Leadership** will connect with anyone charged with growing sales in business to business or business to consumer sales

**Emotional Intelligence for Sales Success** Colleen Stanley, 2013 Why do salespeople frequently fail to execute even when they know what they should do

**Sales EQ** Jeb Blount, 2017-03-20 The New Psychology of Selling The sales profession is in the midst of a perfect storm Buyers have more power more information more at stake and more control over

the sales process than any time in history Technology is bringing disruptive change at an ever increasing pace creating fear and uncertainty that leaves buyers clinging to the status quo Deteriorating attention spans have made it difficult to get buyers to sit still long enough to challenge teach help give insight or sell value And a relentless onslaught of me too competitors have made differentiating on the attributes of products services or even price more difficult than ever Legions of salespeople and their leaders are coming face to face with a cold hard truth what once gave salespeople a competitive edge controlling the sales process command of product knowledge an arsenal of technology and a great pitch are no longer guarantees of success Yet this is where the vast majority of the roughly 20 billion spent each year on sales training goes It is no wonder many companies are seeing 50 percent or more of their salespeople miss quota Yet in this new paradigm an elite group of top 1 percent sales professionals are crushing it In our age of technology where information is ubiquitous and buyer attention spans are fleeting these superstars have learned how to leverage a new psychology of selling Sales EQ to keep prospects engaged create true competitive differentiation as well as shape and influence buying decisions These top earners are acutely aware that the experience of buying from them is far more important than products prices features and solutions In Sales EQ Jeb Blount takes you on an unprecedented journey into the behaviors techniques and secrets of the highest earning salespeople in every industry and field You will learn How to answer the 5 Most Important Questions in Sales to make it virtually impossible for prospects to say no How to master 7 People Principles that will give you the power to influence anyone to do almost anything How to shape and align the 3 Processes of Sales to lock out competitors and shorten the sales cycle How to Flip the Buyer Script to gain complete control of the sales conversation How to Disrupt Expectations to pull buyers towards you direct their attention and keep them engaged How to leverage Non Complementary Behavior to eliminate resistance conflict and objections How to employ the Bridge Technique to gain the micro commitments and next steps you need to keep your deals from stalling How to tame Irrational Buyers shake them out of their comfort zone and shape the decision making process How to measure and increase your own Sales EQ using the 15 Sales Specific Emotional Intelligence Markers And so much more Sales EQ begins where The Challenger Sale Strategic Selling and Spin Selling leave off It addresses the human relationship gap in the modern sales process at a time when sales organizations are failing because many salespeople have never been taught the human skills required to effectively engage buyers at the emotional level Jeb Blount makes a compelling case that sales specific emotional intelligence Sales EQ is more essential to success than education experience industry awareness product knowledge skills or raw IQ and sales professionals who invest in developing and improving Sales EQ gain a decisive competitive advantage in the hyper competitive global marketplace Sales EQ arms salespeople and sales leaders with the tools to identify their most important sales specific emotional intelligence developmental needs along with strategies techniques and frameworks for reaching ultra high performance and earnings regardless of sales process industry deal complexity role inside or outside product or service B2B or B2C     Social Smarts

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*How to Sell* Steve Radford, 2025-11-24 Selling is changing As AI becomes ever more pervasive your ability to have conversations that customers find enjoyable insightful and productive becomes ever more important How to Sell focuses on conversational rather than consultative selling recognizing a customer s foundational values and emotional wants as well as their more pragmatic needs It will help you build genuine human connection deliver more positive buying experiences and have more effective sales conversations that deliver greater sales results Discover How you need to think six fundamental sales mindsets What you need to know five essential areas of sales knowledge What you need to do seven steps for greater sales conversations This is the essential handbook for frontline salespeople who want to improve and the sales managers and leaders who want to help them Because if you don t know how to sell the benefits of your product service or idea through a short and simple conversation then you don t know how to sell at all

**Proceedings of the 2002 Academy of Marketing Science (AMS) Annual Conference** Harlan E. Spotts, 2014-11-10 Founded in 1971 the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory research and practice Among its services to members and the community at large the Academy offers conferences congresses and symposia that attract delegates from around the world Presentations from these events are published in this Proceedings series which offers a comprehensive archive of volumes reflecting the evolution of the field Volumes deliver cutting edge research and insights complimenting the Academy s flagship journals the Journal of the Academy of Marketing Science JAMS and AMS Review Volumes are edited by leading scholars and

practitioners across a wide range of subject areas in marketing science This volume includes the full proceedings from the 2002 Academy of Marketing Science AMS Annual Conference held in Sanibel Harbour Resort Florida

**Sales Psychology 101: Paradaptive Intelligence ~ The Grand Unifying Theory of Adaptation, Consumer Behavior and Sales.** Scott Syverson, 2018-03-19 Sales Psychology 101 Paradaptive Intelligence The Grand Unifying theory of Adaptation Consumer Behavior and Sales introduces the Paradaptive Intelligence model to the business world by examining the most basic of activities a transaction Transactions require two things the something and a person This revolutionary theory examines explains and organizes all human decisions and behaviors by the emotions that control them Through this model you will learn that emotions are the engine of adaptation and are incredibly precise instruments they occur in a precise order and each must be satisfied in a unique and specific way This same process also controls the formation of relationships Users of the Paradaptive Intelligence model will be able to predict the DNA encoded behaviors of prospects with 100% accuracy across 98% of the earth s population This makes Sales Psychology 101 the most important book written on business in the last 200 years and the next 500

**Mastering the Art of Sales** Maria Johnsen ,2023-05-10 Discover proven strategies to empower resilient sales teams seamlessly align sales and marketing and deliver exceptional customer service This comprehensive guide equips you to thrive in the face of adversity with time tested techniques Master the art of sales from identifying the right prospects to closing deals Learn the value of rapport building active listening and asking insightful questions Overcome objections build trust and craft compelling value propositions that resonate with your audience Delve into the essentials of creating high performing sales teams fostering synergy between sales and marketing and delivering top tier customer experiences With a strong emphasis on ethics and continuous improvement this book serves as your ultimate toolkit for navigating the competitive world of sales You ll gain the skills to handle objections with confidence uncover your prospects pain points and position yourself as a trusted advisor Learn the critical importance of knowing your product or service inside out and presenting tailored solutions that meet your clients needs This guide is your roadmap to building lasting success in the ever evolving sales landscape Maria Johnsen is a renowned digital marketing and sales expert prolific author of 86 books and a creative force in music and filmmaking Her expertise spans industries empowering professionals worldwide with innovative strategies and insights

*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

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**Media Selling** Charles Warner,2011-08-26 This newly revised and updated edition of Media Selling addresses the significant changes that have taken place in media industries over the last few years while continuing as a seminal resource for information on media sales A classic in this field this book has long served students and professionals in broadcasting and media industries as an indispensable tool for learning training and mastering sales techniques for electronic media Addresses the unprecedented consolidation and sweeping change faced by media industries in recent years and now features greatly expanded coverage of the Internet including video streaming and the impact of social network sites Covers a broad span of media industries and issues including electronic media newspapers magazines outdoor billboard promotion sales ethics emotional intelligence and interactive media selling Fully updated to include much greater focus on national and international media sales issues as well as expanded coverage of network level selling product placement sales promotion use of market data

**The Oxford Handbook of Organizational Psychology, Volume 1** Steve W. J. Kozlowski,2012-06-14 Organizational psychology is the science of psychology applied to work and organizations This is the first of two volumes which compiles knowledge in organizational psychology encapsulates key topics of research and application and summarizes important research findings

*The Emotionally Intelligent Salesperson* David R. Smith,Dr. Benjamin Palmer,2021-05-26 The Emotionally Intelligent Salesperson explores how our emotions impact the decisions we make the behaviors we display and our performance in a sales environment By understanding our emotions and the emotions of others we are in a better position to positively influence the sales conversation to achieve sales success In this sales guide learn how to improve sales performance from an individual and organizational perspective listen attentively to clients and prospects and become aware of their feelings express how you feel in appropriate ways to avoid derailing the sales process bring your attention to the present moment and focus truly on their needs Sales is fundamentally about positively influencing relationships with clients and prospects to deliver mutually beneficial outcomes As a salesperson you must understand emotional triggers that cause productive and unproductive behaviours in the sales process then develop strategies to recognise and manage them It all links back to the science of emotions and the relationship between your emotional brain which encompasses the amygdala and your thinking brain which houses the prefrontal cortex This is more than just a moral compass it s also a recipe for sales success Take a step back and examine situations from a client s

perspective to develop emotional skills resilience and authenticity to develop a high performance sales culture to boost sales

*Sustained Leadership WBS* Thomas G. Reid, 2017-09-26 The Sustained Leader WBS provides a comprehensive tool for assessing and improving leadership potential A Work Breakdown Structure decomposes every part of the work to be done in a project Through extensive research and surveys the author has identified 229 WBS elements that apply to building yourself into a sustained leader Each element provides a self assessment additional resources and a place to record personal goals and due dates giving each reader a personal program plan to build themselves into a better leader [Amp Up Your Sales](#)

Andy Paul, 2014-11-28 Combining leading edge research with a vast amount of field experience this book will show anyone how to become the trusted sales professional who consistently wins new business Customers today are overloaded with information and overwhelmed by options product value is so high across the competition that any kind of meaningful product differentiation at least in the customers eyes has disappeared Therefore between not recognizing product differences combined with not having any time to spare to investigate what they don't know the difference maker for many decision makers is you In *Amp Up Your Sales* you will learn how to Maximize the value of their selling Accelerate responsiveness to build trust and credibility Earn valuable selling time with customers Shape the buyer's vision Integrate persuasive stories into their sales process Build lasting relationships through follow up and customer service The salesperson who is always responsive and completely focused on value will be the one who will stand out from the crowd and get the sale The bad news is your customers won't understand and appreciate all the advantages of your product The good news is they aren't making the decision based on the product but on you *Ultimate ADHD for Women Book Bundle* Jeanne Houston, 2023-11-22

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**Sell With Confidence And Calmness: Quiet Energy That Converts Stronger** Onyeka Godfrey, 2025-08-05 Powerful sales don t need to be loud they need to be grounded This book is your guide to selling with calm confidence You ll learn how to lead sales conversations create high converting content and present your offer from a place of clarity and steadiness not nervous energy or over explaining Inside you ll uncover how to build trust with fewer words communicate authority through subtle cues and own your value with a quiet magnetic presence If you re tired of feeling like you have to perform to sell this book offers a grounded centered path to stronger conversions

**To Sell Is Human** Daniel H. Pink, 2012-12-31 Look out for Daniel Pink s new book When The Scientific Secrets of Perfect Timing 1 New York Times Business Bestseller 1 Wall Street Journal Business Bestseller 1 Washington Post bestseller From the bestselling author of Drive and A Whole New Mind and teacher of the popular MasterClass on Sales and Persuasion comes a surprising and surprisingly useful new book that explores the power of selling in our lives According to the U S Bureau of Labor Statistics one in nine Americans works in sales Every day more than fifteen million people earn their keep by persuading someone else to make a purchase But dig deeper and a startling truth emerges Yes one in nine Americans works in sales But so do the other eight Whether we re employees pitching colleagues on a new idea entrepreneurs enticing funders to invest or parents and teachers cajoling children to study we spend our days trying to move others Like it or not we re all in sales now To Sell Is Human offers a fresh look at the art and science of selling As he did in Drive and A Whole New Mind Daniel H Pink draws on a rich trove of social science for his counterintuitive insights He reveals the new ABCs of moving others it s no longer Always Be Closing explains why extraverts don t make the best salespeople and shows how giving people an off ramp for their actions can matter more than actually changing their minds Along the way Pink describes the six successors to the elevator pitch the three rules for understanding another s perspective the five frames that can make your message clearer and more persuasive and much more The result is a perceptive and practical book one that will change how you see the world and transform what you do at work at school and at home

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