

Activity Sheet 5-A
The Impact of Attitude on Sales Performance

For each entry, write what you would say or do immediately if that situation occurred.

You awaken late: _____

Someone fails to forward a message to you in a timely manner: _____

You can't find your home or car keys: _____

You spend a significant amount of time talking with a prospect or customer in expectation of making a sale, and then find out that the person is merely looking today:

You are with a prospect or customer and another prospect or customer telephones for you; you are unable to take that phone call: _____

You are driving down the roadway and another commuter passes you, and then cuts in front of you; the driver makes an unflattering hand gesture: _____

You are about to leave the office for the day, and a prospect or customer contacts you:

Activity Sheet 5-B
The Impact of Attitude on Sales Performance

Professionally speaking, identify as many things as possible that you can do daily to reinforce a positive mind-set or attitude or bounce back from a negative mind-set or attitude:

Ways to Maintain the Positive

Ways to Bounce Back from the Negative

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Activity Sheet 5-C

Attitudinal Responses to the Five Steps to Selling

Identify several things you can do to ensure that each of the five selling cycles is positive and constructive. Also, list corrective actions that can be taken at each step to convert a negative mind-set or attitude back to a positive one.

Attention: _____

Interest: _____

Presentation: _____

Desire: _____

Close: _____

Activity Sheet 5-D

Professional Environment Attitude Adjuster

Identify specific action plans for each situation to stimulate positive focus and a positive mind-set.

1. On the way to work each day, I should be thinking about and talking to myself about?
2. Upon arriving at work each day, I should immediately?
3. Before returning a phone call or e-mail to someone, I should?
4. Immediately after making a sales call (Close Step) I should?
5. Immediately after not making a sale (Close Step) I should?
6. Immediately after leaving a meeting I should?
7. On the way home at the end of a sales day, I should?

Activity Sheet 5-E

People Influencers in Your Life: Your Personal Board of Directors

Identify the specific people influencers at work and home who you tend to interact with most and whose views and opinions you hold in high regard.

1. At work, these are the people who influence me:
2. Some of the types of people I don't have in my inner circle of influencers but who would assist me in attaining the next level of effectiveness in life are: