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Smart Sales Manager shows you how to lead your inside sales squads to success?from hiring and motivating to training, coaching, and more. Complete with real-life examples and smart sales strategies, this indispensable guide brings you up to speed on how to manage in the new world of disruptive content creation, social selling, and digital communications. From Customer 2.0, to Tools 2.0, to Talent 2.0, you?ll learn how to: ? Understand the new independent buyer | build an Intelligent Prospecting 2.0 strategy ? Determine the appropriate training curriculum for your team of Millennial Inside Sales Superheroes ? Create a trust-based coaching culture ? Motivate fast, and create cohesive group dynamics ? Achieve total forecast accuracy ? Adopt smart strategies for productive team meetings ? Successfully have tough talks with low performers, as well as transformative interventions with problem personalities ? And much more Containing simple how-to strategies, ideas, tips, and checklists?as well as special ?cheat sheets? filled with go-to action items you can use to immediately salvage a deal, a relationship, and even your reputation?Smart Sales Manager provides you with up-to-the-minute advice on running a high-performance inside sales team, and confidently carrying your organization on to the next level of excellence.

JOSIANE CHRIQUI FEIGON is a pioneer, maverick, and visionary in the inside sales community. This 20-year industry veteran is the author of the bestselling book Smart Selling on the Phone and Online and President of TeleSmart Communications. Josiane is recognized among the Top 25 Most Influential Inside Sales Professionals, and as one of the world?s leading experts on inside sales team and management talent. She has provided consulting, coaching, and training solutions for hundreds of Fortune 1000 companies, including Cisco, Autodesk, Citrix Systems, Informatica, Adobe, and Carahsoft. Josiane is one of the pioneers of the Sales 2.0 movement. Her Inside Sales Thought Leadership Blog is ranked among the Top 50 Sales Blogs by SalesCrunch. She lives in San Francisco. Connect with Josiane Chriqui Feigon: @JosianeFeigon website: www.tele-smart.com

Buchrückseite Advance Praise for Smart Sales Manager: ?If you want the smartest, most useful, get-to-the-point advice about managing inside sales in today?s crazy-making marketplace, you need Smart Sales Manager. Josiane Feigon?s vast experience in the sales trenches, combined with her no-nonsense solutions, make this book not just a ?must-read? but a ?must-do.? ? **Lynne Lancaster**, Founder, BridgeWorks ?Everyone on my

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