



Specialist Sales Manager
Profile of Excellence

Practice Area Value Selling	Impact of Practice Area More Informed
Excellence Indicators <p>Is engaged in executive relationships with 50%+ of key deals.</p> <p>Engagement results in higher win-rates in deals where STU Lead is actively involved.</p> <p>Invited to participate by at least 75% of top customers in their internal steering committees.</p> <p>Effectively manages Customer escalations to successful resolution which results in YOY Customer NSAT increases.</p> <p>Consistent positive feedback from SSP team on coaching to build winning pursuit strategies and plans resulting in =>75% Win rates.</p>	
Practice Area People Leadership	Impact of Practice Area People Asset
Excellence Indicators <p>Delivers YoY MS Poll WHI and LEI (or Manager Feedback) results ahead of the MS average or above with plans in place to improve.</p> <p>Develops succession plans for top roles consider cross-segment candidates and future roles, vetted by key stakeholders on a bi-annual basis.</p> <p>Ensures hiring decisions are aligned with the Profile of Excellence/HR blueprint and important stakeholders are involved in key hires.</p> <p>Ensures progress is reflected in key team member's professional development plans including stretch projects outside of MBS.</p> <p>Has positive good attrition and negligible bad attrition.</p>	
Practice Area Sales Excellence	Impact of Practice Area Control of the Process
Excellence Indicators <p>Meets or exceeds the required business targets.</p> <p>Drives ROB to meet required pipeline coverage (0.85x weighted, 2.5x full) and quarterly forecast accuracy +/- 10%, ensures CRM accuracy.</p> <p>Leverages Opportunity Plans for all Top/Key Opportunities to coach people and increase win rates to 75%+.</p> <p>Completes Win/Loss reviews to facilitate learning and team development--Completed for 100% of Tier 1 competitors (SAP, Oracle SFDC).</p> <p>Drives regular segment alignment meetings to ensure effective Customer, Partner and team leadership.</p>	

Practice Area Business Planning & Leadership	Impact of Practice Area Strategic Fit
Excellence Indicators <p>Delivers strong revenue from Segments, target Industries & accounts achieving FY revenue targets.</p> <p>Delivers YoY improvement in team quota with at least 75% team attaining quota targets.</p> <p>Ensures strong cross-segment planning relationships resulting in shared Must Win opportunity list contributing >50% of FY revenues.</p> <p>Ensures high levels of planning engagement exist with extended Dynamics team (Marketing, PTU).</p> <p>Ensures high levels of planning engagement exist between cross-segment teams and GSI partners and MCS.</p>	
Practice Area Partner	Impact of Practice Area Extends Influence
Excellence Indicators <p>Partners with PTU Lead to develop a GSI and MCS plan aligned to the sales and regional growth plans by July 31st.</p> <p>Builds trusted relationships with 80% of GSI/MCS Sales & Delivery leaders.</p> <p>Ensures Partner & MCS are engaged early in sales process as measured by 100% partners assigned to opportunities at 40%.</p> <p>Is actively coaching partner leadership and providing PTU Lead with feedback on progress and improvement requirements.</p> <p>Is aligned with EPG PTU Lead agreeing clear Dynamics "give/gets" for 100% of the Dynamics "big-bet" GSIs.</p>	
Practice Area Continuous Learning & Professional Growth	Impact of Practice Area Hunger for Knowledge
Excellence Indicators <p>Demonstrates Fluent (Level 400) Professional selling skills for enterprise business applications - 200 now, 300 6-12, 400 12-24.</p> <p>Demonstrates Practitioner (Level 300) Industry knowledge about trends, issues and opportunities - 100 now, 200 6-12, 300 12-24.</p> <p>Demonstrates Fluent (Level 400) Competitor knowledge about offerings, positioning and pricing - 300 now, 400 6-12.</p> <p>Demonstrates Practitioner (Level 300) Dynamics solutions knowledge - 200 now, 300 6-12 months.</p> <p>Demonstrates Literate (Level 200) Microsoft Licensing - 200 now.</p>	