

Temperament/Disposition

Temperament/Disposition looks at your internal want or desire to find value and enjoyment through your relationships with other people in general and also looks at how "comfortable" you are at being in a sales situation. It asks the question: "How well do you operate on an open, 'information sharing' basis with old and new sales contacts around you?"

1. Introduces self confidently when meeting a new person.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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2. Engages in as much small talk as is necessary to help people feel comfortable.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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3. Tries to learn something about a new person before having a conversation or discussion.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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4. Is good at "reading" other people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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5. Is at ease in groups of people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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6. Notices how others are feeling.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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7. Is good at empathizing with people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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8. Actively demonstrates that harmony and friendship are important.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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9. Builds trust by being reliable and sincere.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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10. Is comfortable making small talk with people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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11. Cares about people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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12. Makes sure that deeds match words.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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Organizational Skills

Organizational Skills looks at how well you use organizational and prioritization systems to efficiently and successfully sell to your sales contacts or prospects. It asks the question: "How effectively do you organize yourself and the information you gather about people to whom you intend to sell in order to maximize your chances of success?"

13. Uses a formal daily or weekly system to call or follow up with people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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14. Maintains a manual or computerized database of all sales contacts.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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15. Makes a list of things to do each day.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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16. Can quickly find the name, address, and phone number of all contacts and prospects.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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17. Checks names off a daily sales contact list when the call has been made.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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18. Schedules time to read about upcoming events or opportunities to sell.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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19. Follows through on promises and commitments.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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20. Systematically organizes and files business cards.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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21. Paces self to ensure that sales targets or deadlines are met.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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22. Quickly follows up on committed actions with notes, letters, e-mails, etc.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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23. Has and uses a good follow-up system for interesting new contacts or prospects.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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24. Is highly organized.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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Active-Listening Skills

Active-Listening Skills looks at how well you listen to, and successfully process your sales prospect's or customer's messages (both verbal and non-verbal) before you respond. It asks the question: "How attentive or empathetic are your listening habits in ensuring that you've fully appreciated the customer's entire communication?"

25. Avoids interrupting before an individual has finished speaking.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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26. Makes sure to be in the right frame of mind for all important sales discussions.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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27. Often paraphrases to test interpretation of what has been said.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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28. Ensures that own body language is conducive to active listening.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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29. Listens enthusiastically and positively.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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30. Avoids trivializing the ideas or views expressed by other people when talking with them.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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31. Looks people in the eye and regularly nods to demonstrate understanding.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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32. Fully focuses attention and concentrates on what is being said.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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33. Allows people to finish what they are saying without interrupting.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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34. Is calm and patient in sales conversations and discussions.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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35. Takes in information via several different "channels".

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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36. Is an effective and patient listener.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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Communication Skills

Communication Skills looks at the extent to which you listen and feed back to your contacts in order to build the quality and depth of all your sales relationships. It asks the question: "How effectively do you give and receive from your sales contact network in order to establish efficient communication channels?"

37. Uses multiple channels to get sales messages across to people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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38. Trusts and follows personal intuition about people and relationships.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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39. Maintains good eye contact with people when communicating.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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40. Is highly conscious of the specific needs of each "audience".

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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41. Communicates in a pace and a way that is comfortable for others.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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42. Immediately calls to follow up on new sales contacts.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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43. Is gracious and courteous in all dealings with people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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44. Is a warm and open person with whom to have a conversation.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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45. Demonstrates complete integrity in all personal interactions.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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46. Gives open and honest information when asked directly by customers.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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47. Will initiate conversations with complete strangers.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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48. Is up-to-date and well informed.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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Relationship-Nurturing Ability

Relationship-Nurturing Ability looks at the extent to which you sincerely and enthusiastically invest your time and effort into building and growing your relationships with your sales contacts. It asks the question: "How well do you nurture your relationships with your contacts and prospective customers to develop high levels of warmth, empathy, and mutual trust?"

49. Uses a variety of careful approaches to understand a sales contact.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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50. Carefully observes people's facial expressions and hand movements during discussions.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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51. Picks up on other people's non-verbal clues and signals.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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52. Reintroduces self to contacts to prevent any embarrassment.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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53. Understands that a sales contact's feelings and emotions sometimes communicate better than words.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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54. Shows genuine interest when contacts are speaking, whatever the subject or topic.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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55. Follows through on commitments.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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56. Tries to develop a relationship with each new contact.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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57. Is comfortable initiating contact with quiet or introverted people.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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58. Can be fully trusted to keep a confidence.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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59. Remembers key contacts' important dates and anniversaries.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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60. Summarizes what is heard in a sales conversation to ensure maximum clarity.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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Exceeding Customer Expectations Skills

Exceeding Customer Expectations Skills looks at the extent to which the individual has an "environmental radar" tuned to the economy, competitors, the market, and customers to guide their day-to-day actions. It asks the question: "How well do you listen to external sources of information and work across functions, departments, and teams to help offer sales service excellence to your customers?"

61. Understands the market and keeps up-to-date with competitor activity.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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62. Keeps abreast of new or leading-edge business thinking.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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63. Has in-depth understanding about all key stakeholder groups and their changing needs.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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64. Provides clear guidance to customers about what to expect and how best to get it.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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65. Continually improves processes to meet and exceed customer expectations.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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66. Has a clear vision of what service excellence should look like.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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67. Compares process performance and results with best-in-class external organizations.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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68. Actively seeks formal and informal feedback from customers.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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69. Systematically collects customer comments and categorizes them for later analysis.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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70. Tries to improve processes by carefully listening to customers.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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71. Actively seeks to exceed standards for achieving future excellence in customer service.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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72. Clearly understands where technology can play an important role in improving the sales value proposition.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input checked="" type="radio"/> Almost always
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Drive and Persistence Skills

Drive and Persistence Skills looks at the extent to which your sales contact relationship building efforts remain constant and relentless through obstacles and time. It asks the question: "With how much tenacity do you develop your personal sales network and drive toward better outcomes through people?"

73. Has the courage of his or her convictions.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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74. Believes that spending a lot of time connecting with people pays great dividends.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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75. Is passionate about what people can achieve together.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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76. Actively shows that relationship building has to be a life-long commitment.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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77. Does not easily take "no" for an answer.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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78. Shows that when the going gets tough, we should keep going, no matter what.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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79. Asks for referrals from every sales contact.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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80. Focuses the most time on activity that adds value for customers.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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81. Is results oriented.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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82. Demonstrates that a healthy sales network needs constant renewal and updating.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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83. Is tenacious.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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84. Demonstrates that little can be achieved without enthusiastically forming customer relationships.

<input type="radio"/> N/A	<input type="radio"/> Almost never	<input type="radio"/> Occasionally	<input type="radio"/> Frequently	<input type="radio"/> Very frequently	<input type="radio"/> Almost always
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