5 steps to successful selling

Download Complete File

The 5 Steps of Selling**

- 1. Prospecting and lead generation
- 2. Qualification
- 3. Proposal development
- 4. Negotiation
- 5. Closing

The 5 P's of Successful Selling

- 1. Product: A desirable and valuable offering
- 2. Price: An acceptable value proposition
- 3. Place: Convenient and accessible distribution
- 4. Promotion: Effective communication and marketing
- 5. People: Knowledgeable and motivated salesforce

The 5 Keys of Sales

- 1. Relationship building
- 2. Needs assessment
- 3. Value proposition
- 4. Objection handling
- 5. Closing

The Five Steps of a Successful Sales Presentation

- 1. Opening: Grab attention and establish credibility
- 2. Body: Present the solution and its benefits
- 3. Proof: Provide evidence of value and credibility

- 4. Close: Call to action and close the deal
- 5. Follow-up: Confirm details and build rapport

The 5 C's in Selling

- 1. Credibility: Building trust and establishing yourself as an expert
- 2. Commitment: Generating interest and creating a sense of urgency
- 3. Control: Guiding the conversation and maintaining focus
- 4. Connection: Establishing a personal rapport
- 5. Closing: Finalizing the deal and ensuring customer satisfaction

The 5 Personal Selling Processes

- 1. Prospecting and qualifying
- 2. Building rapport and trust
- 3. Identifying customer needs
- 4. Presenting solutions and answering objections
- 5. Closing the sale

The Steps in Successful Selling

- Prospecting
- Qualification
- Presentation
- Objection handling
- Negotiation
- Closing
- Follow-up

The 4 Selling Strategies

- 1. Consultative selling: Focusing on customer needs and solutions
- 2. Solution selling: Providing tailored solutions to specific problems
- 3. Value selling: Emphasizing the value proposition of the product or service
- 4. Transactional selling: Focus on completing the sale quickly and efficiently

The 5 P's Rule

- 1. Plan: Develop a sales plan
- 2. Prepare: Gather product knowledge and research leads
- 3. Practice: Role-play and refine your presentation
- 4. Perform: Deliver the sales presentation
- 5. Persevere: Handle rejection and stay motivated

The 5 F's in Sales

- Find: Identify qualified prospects
- Frame: Position your product or service as a solution
- Focus: Highlight customer benefits
- Follow: Build relationships and nurture leads
- Finish: Close the sale

The 5 A's of Sales

- Attention: Grab the customer's attention.
- Assessment: Understand customer needs
- Agreement: Get the customer's commitment
- Action: Secure the sale
- Aftercare: Build long-term relationships

The 5 W's in Sales

- Who: Identify the decision-maker
- What: Determine customer needs and objectives
- Where: Understand the customer's organizational structure
- Why: Uncover customer motivations
- When: Establish a timeline for the sales process

The 5 Sales Strategies

- 1. Challenger sale: Challenging the status quo and providing fresh perspectives
- 2. SPIN selling: Asking specific questions to uncover customer needs

- 3. Hunter sale: Proactively seeking out new leads
- 4. Farmer sale: Nurturing existing relationships and generating repeat business
- 5. Missionary sale: Educating customers and advocating for a solution

The 5 Sales Stages

- 1. Prospecting
- 2. Qualification
- 3. Presentation
- 4. Negotiation
- 5. Closing

The 7 Steps of Sales Strategy

- 1. Define target audience
- 2. Set goals and objectives
- 3. Research competition
- 4. Develop value proposition
- 5. Choose sales channels
- 6. Develop sales collateral
- 7. Implement and evaluate strategy

The 5 S in Sales

- Sell: Understand customer needs and present solutions
- Serve: Provide excellent customer service
- Satisfy: Ensure customer satisfaction
- Secure: Close deals and generate revenue
- Succeed: Achieve sales targets and build long-term relationships

What is the Step Five 5 of the Seven Steps of Selling?

Closing the sale

What is the 5C Strategy?

• Customer focus: understanding customer needs

- Competition analysis: studying competitors' strengths and weaknesses
- Channel optimization: choosing the right distribution channels
- Communication strategy: effectively communicating with customers
- Cost control: managing expenses to maximize profitability

The Six Active Steps in Selling

- 1. Prospecting
- 2. Qualifying
- 3. Pre-approach
- 4. Approach
- 5. Presentation
- 6. Close

The Order of the 5 Principles of Sales Process

- 1. Prospecting
- 2. Qualification
- 3. Needs assessment
- 4. Solution presentation
- 5. Negotiation

The 4 A's of the Selling Process

- Attend: Listen actively to customer needs
- Assess: Understand the customer's situation and requirements
- Advise: Provide expert advice and solutions
- Advance: Move the sales process forward

The 5 Elements of a Sales Operation

- Sales management
- Sales force
- Sales process
- Sales technology

• Sales performance measurement

The 4 Key Sales Steps

- 1. Prospecting and qualifying
- 2. Needs assessment
- 3. Value proposition
- 4. Closing

The 5 Steps to a Sales Pitch

- 1. Introduction and attention grabber
- 2. Establishing credibility
- 3. Identifying customer pain points
- 4. Presenting the solution
- 5. Call to action

The Order of the 5 Principles of Sales Process

- Prospecting
- Qualification
- Needs assessment
- Solution presentation
- Negotiation

The 5 Elements of a Sales Operation

- Sales management
- Sales force
- Sales process
- Sales technology
- Sales performance measurement

The Basic Selling Steps

Prospecting

- Qualification
- Presentation
- Objection handling
- Closing

What is the Step Five 5 of the Seven Steps of Selling?

Closing the sale

What is the Sales Rule of 5?

- Contact prospects 5 times before giving up
- Follow up with leads within 5 minutes of receiving their information
- Make 5 attempts to close the deal
- Ask for 5 referrals from each new customer
- Spend 5 hours per week on professional development

The Five Sales Strategies

- Consultative selling
- Solution selling
- Value selling
- Transactional selling
- Missionary selling

What is the 5p Sales Process?

- Prospecting
- Preparation
- Presentation
- Proposal
- Purchase

The 5 F's in Sales

- Find
- Frame
- Focus
- Follow
- Finish

The 5 Steps of the Sales Process

- Prospecting
- Qualifying
- Needs assessment
- Proposal submission
- Closing

The 5 A's of Sales

- Attention
- Assessment
- Agreement
- Action
- Aftercare

The 4 Key Sales Steps

- Prospecting and qualifying
- Needs assessment
- Value proposition
- Closing

The Six Steps in Effective Selling

- 1. Preparation
- 2. Prospecting
- 3. Qualification

- 4. Presentation
- 5. Negotiation
- 6. Closing

The 7 Keys of Selling

- 1. Confidence
- 2. Relationship building
- 3. Problem solving
- 4. Communication
- 5. Perseverance
- 6. Expertise
- 7. Passion

What is the Best Sales Skill?

Active listening

What is Step 5 Marketing Strategy?

Building customer relationships

The Key Steps of the Selling Process

- Identifying and qualifying prospects
- Determining customer needs
- Creating value propositions
- Handling objections
- Negotiating and closing deals
- Building relationships with customers

What BMW is model code F48? BMW X1 (F48)

Is a 2018 BMW X1 a F48? BMW X1 2018 generation F48 (2016 - 2019)

What year is BMW F48? 2016-2019 BMW X1 F48 (2nd Gen) The redesigned F48 sat on a FWD-based platform and launched with a 228-hp 2.0L turbo-four, initially only with AWD, with with a FWD configuration added later.

5 STEPS TO SUCCESSFUL SELLING

What are the different types of BMW X1 2018?

What is code F48? F48: Other neurotic disorders.

What is F48? ICD-10 code F48 for Other nonpsychotic mental disorders is a medical classification as listed by WHO under the range - Mental, Behavioral and Neurodevelopmental disorders.

Is the BMW X1 F48 reliable? There should be few things to worry about with the BMW X1. In our annual What Car? Reliability Survey it placed 10th out of 34 cars in the family SUV class, with the petrol-engined cars achieving a great score of 95%.

What version of iDrive is the BMW F48? My F48 2018/11 Model has iDrive 6.

Does the X1 have a B48? The 2024 BMW X1 range features BMW's B48 2.0-liter turbocharged 4-cylinder engine with mild hybrid technology. Both trims feature a seven-speed dual-clutch automatic transmission and BMW's xDrive all-wheel-drive system.

Which BMW X1 model is best? The most popular version of the X1 is the fuel-efficient diesel sDrive18d, the fuel economy for which is only bettered by the plug-in hybrid, though that is expensive to buy and was only introduced in 2019, meaning that the diesel model works better for a large proportion of drivers.

Is the BMW X1 expensive to maintain? BMW X1 Maintenance Costs A BMW X1 will cost about \$17,516 for maintenance and repairs during its first 10 years of service. This is more than the industry average for luxury SUV models by \$1,802. There is also a 54.61% chance that a X1 will require a major repair during that time.

Is X1 reliable? The 2024 BMW X1 has a predicted reliability score of 72 out of 100. A J.D. Power predicted reliability score of 91-100 is considered the Best, 81-90 is Great, 70-80 is Average and 0-69 is Fair and considered below average.

What are the different types of X1?

What type is BMW X1?

What is the most powerful BMW X1? Interestingly, though, this new BMW X1 M35i isn't actually the most powerful X1 available. That honour goes to the plug-in hybrid 30e, which has power of 326 hp. But the BMW X1 M35i is the most rapid, covering 0-62 mph in just 5.4 seconds, while the hybrid 30e lags ever-so-slightly behind at 5.6 seconds.

What is diagnosis code F48 1? ICD-10 code: F48. 1 Depersonalization-derealization syndrome.

What is ICD F40 F48? Anxiety, dissociative, stress-related, somatoform and other nonpsychotic mental disorders ICD-10-CM Code range F40-F48. The ICD-10 code range for Anxiety, dissociative, stress-related, somatoform and other nonpsychotic mental disorders F40-F48 is medical classification list by the World Health Organization (WHO).

What is ICD code F48 2? F48. 2 is a billable/specific ICD-10-CM code that can be used to indicate a diagnosis for reimbursement purposes. The 2024 edition of ICD-10-CM F48.

Which BMW is F48? BMW X1 (F48): Engines & technical data | bmw-lao.la.

What BHP is BMW X1 F48? The X1 is available with 2 engine options - a 134 BHP, 1.5L, 3-cylinder turbo-petrol and a 148 BHP, 2.0L, 4-cylinder turbo-diesel.

What are the most common faults on an X1 BMW?

Can BMW X1 last for 10 years? How many miles do BMW models last? A BMW can last 150-200,000 miles with proper care and if you drive the national average of 13,500 miles per year, you can expect to drive your BMW for 10-15 years according to MotorAsk.

Is BMW X1 a fast car? The X1 xDrive28i we tested shot to 60 mph in 5.4 seconds, which is quick for this segment. The M35i is even quicker, getting to 60 mph in 4.7 seconds at our test track.

Does the BMW X1 F48 have a timing belt or chain? Timing chain set BMW X1 (F48) Petrol, Diesel, Electric, Ethanol car models.

Can I upgrade the iDrive in my BMW? If you want to update your BMW iDrive software you can do it 3 ways: With BimmerTech's iDrive software update. via the BMW ConnectedDrive website. via the BMW ConnectedDrive App.

What is BMW x1 iDrive? iDrive is the blanket name for BMW's infotainment systems. It was among the very first infotainment systems offered, appearing as a prototype in 1999 before launching for real on the 2001 BMW 7 Series.

How do I know if I have an iDrive 8? BMW Operating System 8 (production from 11/2020) can be recognised by 4 icons ("MENU", "MEDIA", "TEL", "NAV") in the menu bar of the main display on the control display.

What engine in BMW X1? The X1 M35i's 2.0-liter BMW M TwinPower Turbo inline 4-cylinder engine takes your drive to new heights, yielding intense power and performance.

Is a BMW X1 twin turbo? The all-new X1 M35i is stylish, high-powered, and all-wheel drive. Equipped with a powerful 2.0-liter BMW M TwinPower Turbo inline 4-cylinder engine, it's ready to outperform.

Where is X1 built? X1's are currently made at the Rosenburg plant in Germany, you can find out where your car was made by the first 3 digits of the VIN once you get those.

Is X1 faster than X3? The X3 also comes with 2-litre engine options but it's tuned to be more powerful than the X1, so it's a bit more fun to drive. It's faster, has more horsepower and is very engaging while still being refined.

Which X1 is reliable? Although the 2016 model has some reported reliability issues, BMW X1s from 2017, 2018, 2019, 2020 and 2021 are all very reliable, with low levels of complaints and few known problems.

Is a used BMW X1 worth buying? One of the most successful has been the X1, which packages many of the X5's strengths into a smaller and more affordable package. Today, a used BMW X1 crossover is a great buy, offering engaging driving dynamics, lower running costs than its siblings and bags of premium appeal.

What version of iDrive is the BMW F48? My F48 2018/11 Model has iDrive 6.

What model code is my BMW?

What do BMW F numbers mean? BMW E and F Numbers The E in E-number stands for the German word Entwicklung – meaning Development. E numbers are the factory code numbers given to new cars in the process of development prior their official sales name has been allocated. When E numbers reached triple digits, they became F numbers.

Is my BMW F30 or F31? The sixth generation of the BMW 3 Series consists of the BMW F30 (sedan version), BMW F31 (wagon version, marketed as 'Touring') and BMW F34 (fastback version, marketed as 'Gran Turismo') compact executive cars.

What is BMW X1 iDrive? iDrive is the blanket name for BMW's infotainment systems. It was among the very first infotainment systems offered, appearing as a prototype in 1999 before launching for real on the 2001 BMW 7 Series.

How do I know which iDrive my BMW has? The best way to check what the current S/W is installed is by using the iDrive menu. Taking as an example my X7, I know I have the 11/2022 software. On my iPhone, the method you described showed 7.2021. On my iPad, the same method shows 3.2022.

Which BMW model has iDrive 8? iDrive 8.0 is available on the following BMW models: BMW 2 Series Active Tourer (U06) BMW 2 Series Coupé (G42) (after summer 2022) BMW 3 Series (G20 facelift)

How do I know what type my BMW is? "The first number of the three-digit combination of a BMW stands for the segment or model series," says expert Petra Marz. The numbers always indicate at what end of the size spectrum the car is located: the larger the number, the larger the car.

What is BMW type code? BMW engines are known by their M, N, B, S, P, or W codes while BMW chassis and bodies are known by their E, F, G, or U codes.

How do I know my BMW engine type? Each BMW engine gets a six-digit code assigned by the factory it was built in, consisting of letters and numbers that

correlate to different areas of your engine. To find this code for your BMW, check your registration certificate, owner's manual or the engine base.

How do I know if my BMW is E or F? Historically, each BMW has carried an E project number – standing for Entwicklung, or development. The numbers have then risen progressively up to triple digits, at which point F numbers have taken over.

What F version is my BMW? F-Series & G-Series, regular passenger vehicles: F30 / F32 / F33 / F36 / F82 / F83 M4 – 4-Series – 2013 to Current. F10 / F11 / F07 / F18-5-Series – 2010 to Current. F13 / F12 / F06 – 6-Series – 2010 to Current. F01 / F02 / F03 / F04 – 7-Series – 2007 to 2015.

What BMW stands for F? The acronym BMW stands for Bayerische Motoren Werke GmbH, which roughly translates to the Bavarian Engine Works Company. The name harks back to the company's origin in the German state of Bavaria. It also indicates BMW's original product range: engines for various applications.

What car is F31? BMW 335i Touring (F31) | PH Fleet.

Why is BMW called F30? BMW model changes denote a series number. E, F, and M are internal technical code for its cars. The E 90 was the last generation 3 Series coupe, the E92 the 3 Series sedan, and the F30 is the modern 3Series. The F35 is a special long wheelbase version for China.

What is xDRIVE on BMW? What Is BMW xDRIVE Technology? BMW xDRIVE technology is an advanced, permanent all-wheel drive system that ensures your BMW has the best possible traction at all times. This helps to keep you safe in inclement weather and in imperfect driving conditions, and helps provide smooth, sporty performance.

How to use Bosch Maxx 7 sensitive dryer?

How to reset Bosch Maxx 7 washing machine?

Why is my Bosch Maxx 6 dryer not spinning? The most common reason is that the drive belt has come loose or broken. If the belt is on its way out, it will usually result in a squealing or thumping sound. If the belt is broken then the dryer won't spin at all. In either case, the dryer belt will need to be replaced, which you'll need a

technician's help with.

How long does Bosch drying take? The standard cotton drying programme time of 3 hours and 25 minutes ensures thorough drying while preserving fabric quality. The design of this Bosch tumble dryer is user-friendly and practical.

Why does my Bosch dryer take so long to dry? If the drying is taking a long time, the appliance's fluff filter might be clogged. A clean fluff filter improves the appliance's performance, and as fluff can build up easily, we recommend cleaning this key part after every drying cycle.

Why is my Bosch tumble dryer not drying the clothes? If the ventilation hose is clogged, it will trap hot air inside the dryer's drum and prevent it from properly drying your clothes. Locate the vent hose and clean out any lint and excess fluff which may be causing the blockage. Be sure to double check that there are no foreign objects within the vent hose.

What does the key symbol mean on Bosch Maxx 7 washing machine? When the child lock is activated, there will either be a key symbol or a "CL" symbol in the display and all the washing machine buttons will be disabled. To deactivate the child lock, press and hold the start button for three to five seconds.

How do you unlock a Bosch Maxx 7? Here is how to unlock it- Press and hold the start button for three to five seconds until you hear a beep and the key symbol disappears.

Why does a Bosch washing machine beep twice? The start button is held down too short or too long If the button is held down too long, a double audible beep will be heard and the washing machine will not start. This prevents a programme from being started through any accidental contact with the start button.

Why is my Bosch Maxx 7 not spinning? Common Reasons Why Your Bosch Washer Won't Spin These include: A blockage of the drain pump. An imbalanced drum. Worn out motor brushes.

Why is my Bosch washing machine not spinning clothes dry? One reason behind your Bosch washer not spinning issue might be a clogged drain pump. The drain pump removes water from the washer before and during the spin cycle. When 5 STEPS TO SUCCESSFUL SELLING

it's blocked, it can interfere with the washer's ability to spin.

How to fix a dryer that isn't spinning?

How do you use the dryer on a Bosch washer dryer?

What do symbols on Bosch dryer mean? Cold/low heat. A dryer symbol with a dot inside the circle means that you should only dry your item at low temperatures up to 60°C. Warm/medium heat. Two dots inside the circle indicate that you can dry your garment at regular temperatures of up to 80°C. Hot/high heat.

How do I turn on the dryer in my washing machine?

Does Bosch dryer dry clothes? Bosch dryers use tumble drying and hot air passage to give you dry, ready-to-wear clothes in under sixty minutes. Make life simpler with German technology on your side.

What are the 5 types of chemical reactions lab answers? reactions - synthesis, decomposition, single displacement, double displacement, or combustion.

What are the chemical reactions in chemistry lab? A chemical reaction is a process in which one or more substances, also called reactants, are converted to one or more different substances, known as products. Substances are either chemical elements or compounds.

What do chemical reactions Obey______? Chemical reactions must obey the Law of Conservation of Matter. The number of atoms of each element on both sides of the equation must be equal because matter cannot be created or destroyed.

What are the types of reactions in the Flinn lab? Despite the fact that there are so many different chemical reactions that can occur, most can be classified into five basic types of chemical reactions—synthesis reactions, decomposition reactions, single replacement reactions, double replacement reactions, and combustion reactions.

What are 5 common chemical reactions? This becomes much easier for students to do when they learn the pattern of 5 basic categories of chemical reactions:

synthesis, decomposition, single replacement, double replacement, and combustion.

What are 5 major types of chemical reactions and give examples of each?

What are 10 examples of a chemical reaction?

What is chemistry short answer? What is chemistry? Chemistry is the branch of science that deals with the properties, composition, and structure of elements and compounds, how they can change, and the energy that is released or absorbed when they change.

What are 5 examples of a chemical equation?

What are 4 chemical reactions? Different Types of Chemical Reactions Combination reaction. Decomposition reaction. Displacement reaction. Double Displacement reaction.

What chemical affects chemical reactions? Presence of a catalyst. A catalyst is a substance that accelerates a reaction by participating in it without being consumed. Catalysts provide an alternate reaction pathway to obtain products. They are critical to many biochemical reactions. They will be examined further in the section "Catalysis."

What chemical reaction causes? A chemical reaction occurs when moving molecules hit each other, breaking their bonds and producing an exchange of atoms that form new products. Another way a chemical reaction can occur is through the vibration of substances; when they do so with sufficient energy, they can be broken down into smaller molecules.

What are the 7 ways you know a reaction has occurred?

What are the types of chemical reactions worksheet? Types of Chemical Reaction Worksheet. Indicate which type of chemical reaction (synthesis, decomposition, single-displacement, double-displacement or combustion) is being represented.

What is a reaction lab? Reaction Lab is a new product from Scale-up Systems that enables chemists to quickly develop kinetic models from lab data and use the

models to accelerate project timelines.

What are the four signs of a chemical reaction?

How to classify a reaction in chemistry? Most chemical reactions can be classified into one or more of five basic types: acid-base reactions, exchange reactions, condensation reactions (and the reverse, cleavage reactions), and oxidation-reduction reactions.

Which is the best example of a chemical reaction? Chemical reactions often involve color changes, temperature changes, gas production, or precipitant formation. Simple examples of everyday reactions include digestion, combustion, and cooking.

What are the 5 most common chemical reactions? The five major types of chemical reactions are synthesis, decomposition, single replacement, double replacement, and combustion.

What are the steps in balancing an equation?

What two products are always made in a combustion reaction? A combustion reaction always includes a hydrocarbon and oxygen as the reactants and always produces carbon dioxide and water as products.

What are the 5 types of chemical reactions test?

What are the different types of chemical reactions in a lab experiment? There are an infinite number of chemical reactions. Chemist have divided these into broad classifications based on certain criteria. The classifications we will be identifying in lab today are synthesis, decomposition, single replacement, double replacement, and combustion.

What are the types of chemical reactions short notes? Short notes are condensed summaries of study material that capture key concepts, facts, and formulas. They are important for exam preparation as they aid in quick revision, enhance understanding, and improve retention of crucial information.

What are some chemical reaction experiments?

sweet dreams princess gods little princess bedtime bible stories devotions and prayers how to cure vitiligo at home backed by scientific studies 2015 toyota avalon maintenance manual commonwealth literature in english past and present database dbms interview questions and answers are below 1993 yamaha jog service repair maintenance manual toyota 3I engine overhaul torque specification ecology study guide lab biology a szent johanna gimi kalauz laura leiner manual honda xl 250 1980 range rover 1995 factory service repair manual chilton manual oldsmobile aurora prayer cookbook for busy people 3 prayer dna secrets summary multiple streams of income robert g allen by businessnews publishing babypack service manual care planning pocket guide a nursing diagnosis approach 2004 sienna shop manual 1991 yamaha ysr50 service repair maintenance manual taking cash out of the closely held corporation tax opportunities strategies and techniques bmw c1 c2 200 technical workshop manual download all models covered reasoning shortcuts in telugu assistant engineer mechanical previous question papers climate change and agricultural water management in developing countries cabi climate change series enny arrow sra lesson connections the smithsonian of presidential trivia special education law statutes and regulations epastudyguide storytownweeklylesson testscopying mastersgrade3 1stedition byharcourt schoolpublishers2005 paperbackwileynetworking fundamentalsinstructor guideadvancedmacroeconomics thirdedition davidromersolutions nissansentracomplete workshoprepair manual 2003 therapy for diabetes mellitus and relateddisordersclinical educationseriesquantum mechanicsnouredine zettilisolutionmanual johndeere216 rotarytillermanual 2012vw jettaradiomanual metodologiadellaricerca psicologicahairtransplant 360follicular unitextraction8051 microcontrollerembedded systems solution manual perkins 1300 series ecmdiagram libridi chimicageneralee inorganicalong walkstephen kingquick andeasy dutchovenrecipes the complete dutch oven cookbook for you toenjoyschmerzmanagement inderpflege germaneditionagatha raisinandthe hauntedhousean agatharaisin mystery14computer scienceilluminated5th editionhitachi60sx10ba 11ka50ux22ba23ka projectioncolortelevision

servicemanualyamaha stereoreceiver manuals2007 yamahayz85 motorcycleservicemanual allisontransmission codemanualharley davidsonflflh replacementparts manual1941 1984mostdangerous gameenglish 2answerkey hondaxr80r crf80fxr100r crf100f19922009 clymercolorwiring diagramsshe saulwilliamsmicrosoft excelstudyguide 2013420problem paradebydale seymour1jun 1984paperbackrover 75connoisseur manual1995e350 manualhyundair170w 7acrawlerexcavator workshoprepairservice manualcomplete informativefor diyrepair 97349734 97349734 9734forgoodness sakeby dianehagedorn