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Q&A

CORPORATE COACH ACADEMY

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Corporate Coach Academy is conducting a 2-Day Coaching Power Tools workshop on March 14-15. Call 03-62054488 or log into www.corporate-coachacademy.com. Read the 'Stories That Coach' at www.mikeheah.com

Q For years, I have been working hard to be a 'somebody' in sales. However, I still don't have an idea as to whether I have made it in this profession. In some ways, I'm just going with the flow without knowing when I'll reach my 'destination'. Are there indicators of success to this, like the amount of money one makes, amount of assets accumulated and type or number of clients, as measurements? - Directionless

A I get the impression that you are looking for a scorecard to tell you whether you are scoring an A, B or C. There is none. It's not because of the difficulty in measuring it, but more because of the many disadvantages that might slow or stop someone from growing.

In the name of continuous improvement, where life is a continuous journey of making progress, one after the other, it's better not to have such a measurement than having one. There shouldn't be a 'full stop' to your growth, in short.

BOTTOM LINE: With this outlook, our life perspective is larger where success and failure are opportunities to teach us something new, better and, more importantly, it makes our next level of success even sweeter.

Life teaches us to bounce back to become smarter and better. All great people, sales people included, should always have such admirable mindsets and qualities. So just carry on your journey, my friend.

Powerful questions:

- What are you happy about with your achievements?



Crowing CONTINUOUSLY

- What are your failures that are lessons for you?
- What is the next level of growth you want?
- How can the knowledge and experiences gained help you?

EXPANDING THE SKILL SET FOR SUCCESS

Q My dad is one person I want to thank for teaching me the virtue of integrity. I live my life applying this to almost all aspects of it. However, while I am glad, it hasn't brought me any good measure of material success in my sales career. It doesn't commensurate with my efforts and commitment to help me become a 'somebody' in this profession. Customers may feel comfortable and safe with me, but this does not convert to sales. What are your thoughts on this? -

Vexed

A The truth of the matter is, while having integrity is paramount, by itself it is not enough. In fact, one can become too self-righteous in the eyes of people, making it difficult for them to come to you because of your perfection.

Integrity is something internal. It acts as your compass, guiding you to live in truth. It's not something to show off or prove to the world that you are one who has it.

Other qualities and competencies need to be built around it to help us reach greater success and fulfilment.

BOTTOM LINE: You have to ask yourself whether you are in a career that fits well with your strengths and potential. Even if it's the right one, still need to evaluate whether you are selling to the right type of customers. Once this is

clear, set a stretched, clear target to achieve, be it to be among the best in the industry, make 'X' amount of sales revenue and go for three long trips with the family.

With this indicator for your success, you will then know what needs to be done to get there, which can range from improving your selling skills, social skills to your personal development, such as good discipline, punctuality, reliability and grooming. These qualities together with your integrity, will take you far in life.

Powerful questions:

- What do you want to be?
- How will you know when you get there?
- What does it call for you to do?
- What do you have now that you can leverage?

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