

**CLEAR
SALES
MESSAGE**

THANK YOU

WHO AM I?

1. HOW TO INTRODUCE BRIEFLY WITHOUT BEING GENERIC

2. HOW TO SELL WITHOUT BEING “SALESY”

3. WHAT IS SALES MESSAGING?

4. UNDERSTAND YOUR BUYER

INTRODUCTIONS

**WHAT DO YOU WANT
FROM ME?**

INTRODUCE YOUR NEIGHBOUR

DIFFICULT?

**YOUR SUCCESS RELIES ON
OTHER'S UNDERSTANDING OF
YOUR OFFERING**

**IF THEY DON'T UNDERSTAND
IT. THEY CAN'T BUY IT.**

“WHAT DO YOU DO?”

“I’M A SALES CONSULTANT”

“WHAT DO YOU DO?”

“WHAT ARE YOU?”

SIMPLE TEMPLATE

I HELP **<CLIENT>** TO ACHIEVE

<BENEFIT> BY **<METHOD>**

FOR ME IT WOULD BE..

**I HELP SMES TO INCREASE
THEIR SALES WITH CLEARER
SALES COMMUNICATION.**

“I’M A SALES CONSULTANT”

5 MINS

I HELP **<CLIENT>** TO ACHIEVE
<BENEFIT> BY **<METHOD>**

INTRODUCTIONS

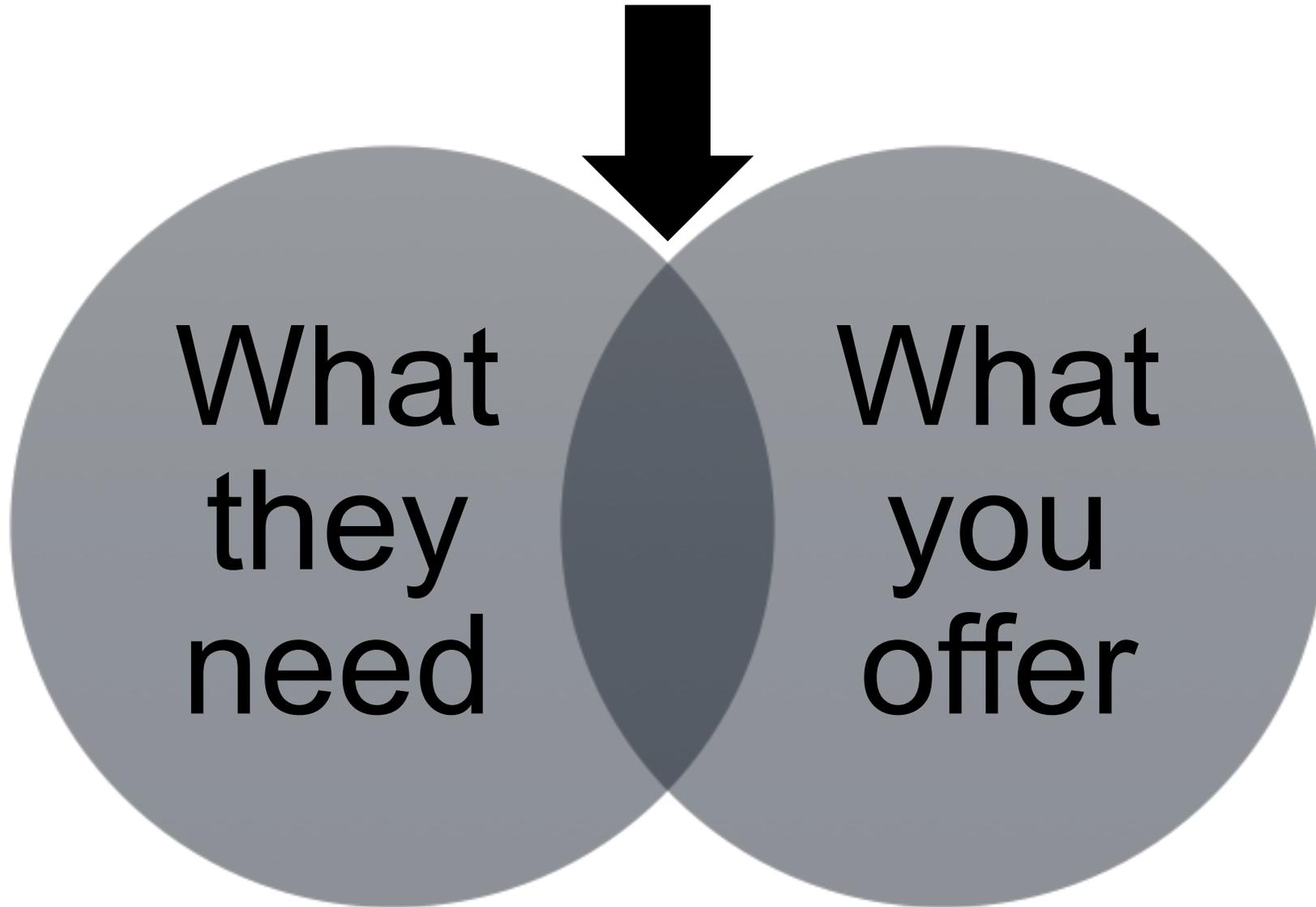
I HELP **<CLIENT>** TO ACHIEVE
<BENEFIT> BY **<METHOD>**

NOTICE THE DIFFERENCE?

1. HOW TO INTRODUCE BRIEFLY WITHOUT BEING GENERIC

**SELLING IS ABOUT GOOD
COMMUNICATION AND
FINDING A CONNECTION**

**NOT TECHNIQUES AND
TRICKERY**



BURDEN OF PROOF

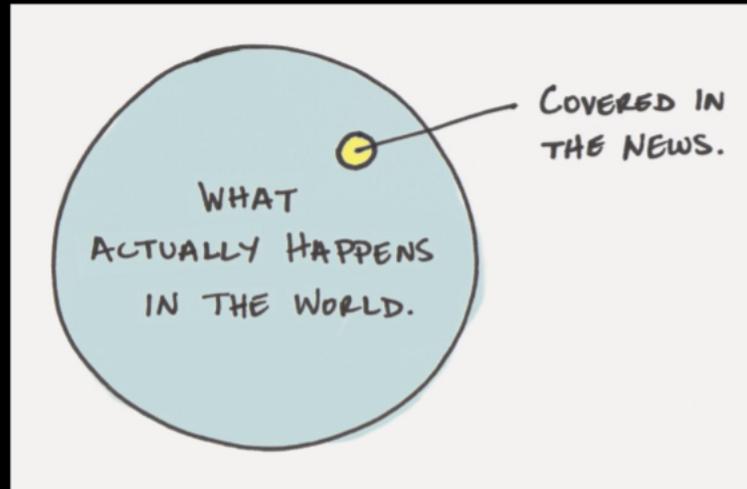


**IT'S UP TO US AS SELLERS TO
PROVIDE CLIENTS WITH ALL
THE INFORMATION,
OPPORTUNITY AND EASE TO
BUY FROM US.**

**THE CASE FOR WHY A CLIENT
SHOULD BUY ALWAYS FALLS
TO US**

**CLEAR
SALES
MESSAGE**

WYSIWYG



RELYING UPON IMMEDIATE
EXAMPLES AND INFORMATION
TO MAKE A DECISION.

AKA: WHAT YOU SEE IS WHAT
YOU GET. (WYSIWYG)

CLEAR
SALES
MESSAGE

**ASSUMPTION IS THE MOTHER
OF ALL...**

LOST SALES

2. HOW TO SELL WITHOUT BEING “SALESY”

“I’M NOT A SALES PERSON”

WHY DO YOU FEEL “SALESY”?

3 REASONS YOU DON'T LIKE SELLING

**1. YOU DON'T IDENTIFY WITH
THE IMAGE**

clipart icon uniform animated vector happy phone door professional logo

Did you mean: **salesman**



24 Suit Hacks That Will Make Any ...
salesman.org



The best salesman ever? - Biznology
biznology.com



Salesman Royalty Free Ve...
vectorstock.com



Bob The Salesman: A Par...
jeffshore.com



salesman - Digital Leadership Associates
social-experts.net



Salesman Vectors, Photos ...
freepik.com



Salesman job offer - Mailbow



How to be an Effective Fenc...



Salesman Free Zone - Just Bl...



Sleazy Salesman Pointing Stoc...



salesman | Hastings Works



Job Search, Upload your Resume, Find ...

**2. YOU NATURALLY PUT
YOURSELF FIRST.**

**IF WE TOOK
A GROUP PICTURE..**

**YOUR BUYERS DON'T CARE
ABOUT YOU... YET.**

**YOUR BUYERS CARE ABOUT
THEIR NEEDS.**

**WHEN THEY KNOW YOU CAN
HELP, THEN THEY CARE.**

I HELP **<CLIENT>** TO ACHIEVE
<BENEFIT> BY **<METHOD>**

MOST OF US SAY THINGS LIKE:

I DO <METHOD>

I AM <PROFESSION>

**YOUR BUYERS CARE ABOUT
THEIR NEEDS.**

AIRLINE ADVERTS

MEETING THE LOCALS HAS NEVER
BEEN MORE MEMORABLE.

SINGAPORE AIRLINES



A great way to fly

THERE'S NOTHING
LIKE AUSTRALIA



EXPLORE BEAUTIFUL PEBBLY BEACH AT AUSTRALIA.COM

**“SELL THE DESTINATION.
NOT THE JOURNEY.”**

3. YOU FEAR REJECTION

**WOULD YOU LIKE A CUP OF
COFFEE?**

**WOULD YOU LIKE TO BUY A
CUP OF COFFEE?**

**SELLING IS A CONVERSATION
WITH MONEY AT THE END.**

WE TAKE IT PERSONALLY

**YOUR BUYERS CARE ABOUT
THEIR NEEDS.**

REJECTION =

**YOUR OFFERING CAN'T MEET
THEIR NEEDS.**

REJECTION \neq

THEY DON'T LIKE YOU

REJECTION ≠

YOU CAN'T SELL

REJECTION \neq

YOUR OFFERING IS TERRIBLE

WE HEAR POOR ADVICE..

“JUST DO XXX FOLLOW UPS”

SCARCITY MINDSET

**“DO WHATEVER YOU NEED TO
GET THE SALE”**

**“WHAT’S BEST FOR YOUR
CLIENT IS BEST FOR
EVERYONE”**

IF YOU LIE. YOU LOSE.

“PUSH FOR THE SALE”

**DON'T PUSH YOUR BUYERS,
YOU MIGHT PUSH THEM AWAY.**

**“DON'T CHASE THEM.
REPLACE THEM.”**



**PUT YOUR EFFORT INTO
FINDING MORE PROSPECTS**

**WHEN YOU HAVE MORE
OPTIONS, THERE'S LESS
PRESSURE**

PRESSURE REPELS BUYERS

3. WHAT IS SALES MESSAGING?

VALUE PROPOSITION

WHAT DO YOU DO?

WHY SHOULD ANYONE CARE?

WHY SHOULD I CHOOSE YOU?

IS IT BRANDING?

BRAND vs. CLEAR SALES MESSAGE



- CATCHES ATTENTION
- INTRODUCES WHO YOU ARE
- MAY EXPLAIN WHAT YOU DO
- ALWAYS VISUAL
- SOMETIMES SUPERFICIAL



- CONVERTS ATTENTION
- EXPLAINS HOW YOU DO IT
- EXPLAINS WHY YOU DO IT
- ALWAYS TEXTUAL
- ALWAYS CONTEXTUAL

CLEAR
SALES
MESSAGE

BRANDING

SEIZES ATTENTION

SALES MESSAGING

CONVERTS ATTENTION

**WHAT QUESTIONS ARE YOUR
CLIENTS ASKING?**

THE SEVEN QUESTIONS

1. WHAT DO YOU DO?
2. WHY SHOULD I CARE?
3. WHY SHOULD I CHOOSE YOU?
4. HOW MUCH DOES IT COST?
5. HOW WILL I KNOW I NEED YOU?
6. HOW WILL I REMEMBER YOU?
7. HOW WILL I DESCRIBE YOU TO OTHERS?



**WHAT QUESTIONS CAN'T YOU
ANSWER?**

HOW TO DEAL WITH THEM?

PREPARE FOR THEM

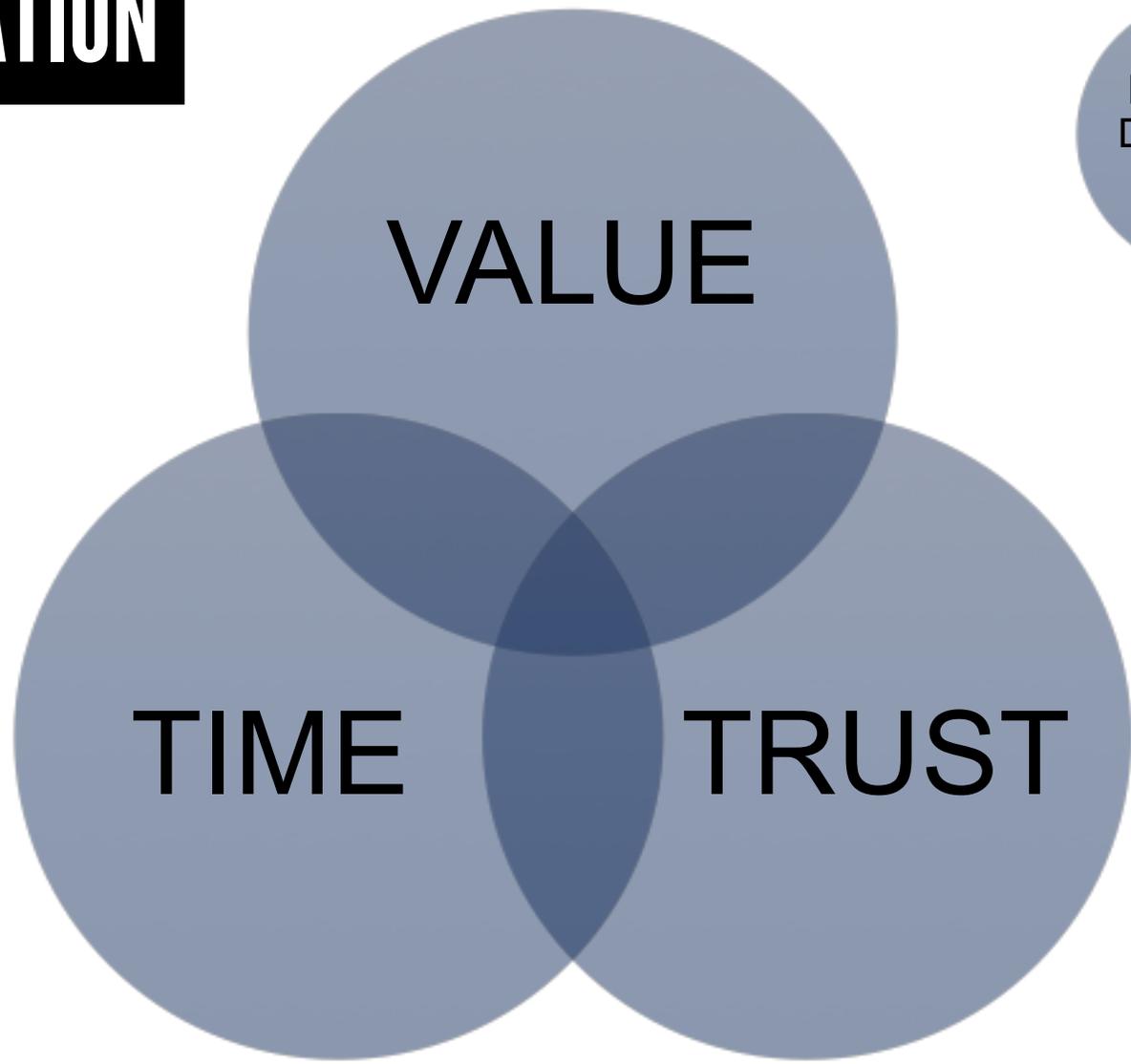
PREVENT THEM

SUGGEST THEM

OBJECTION PREVENTION

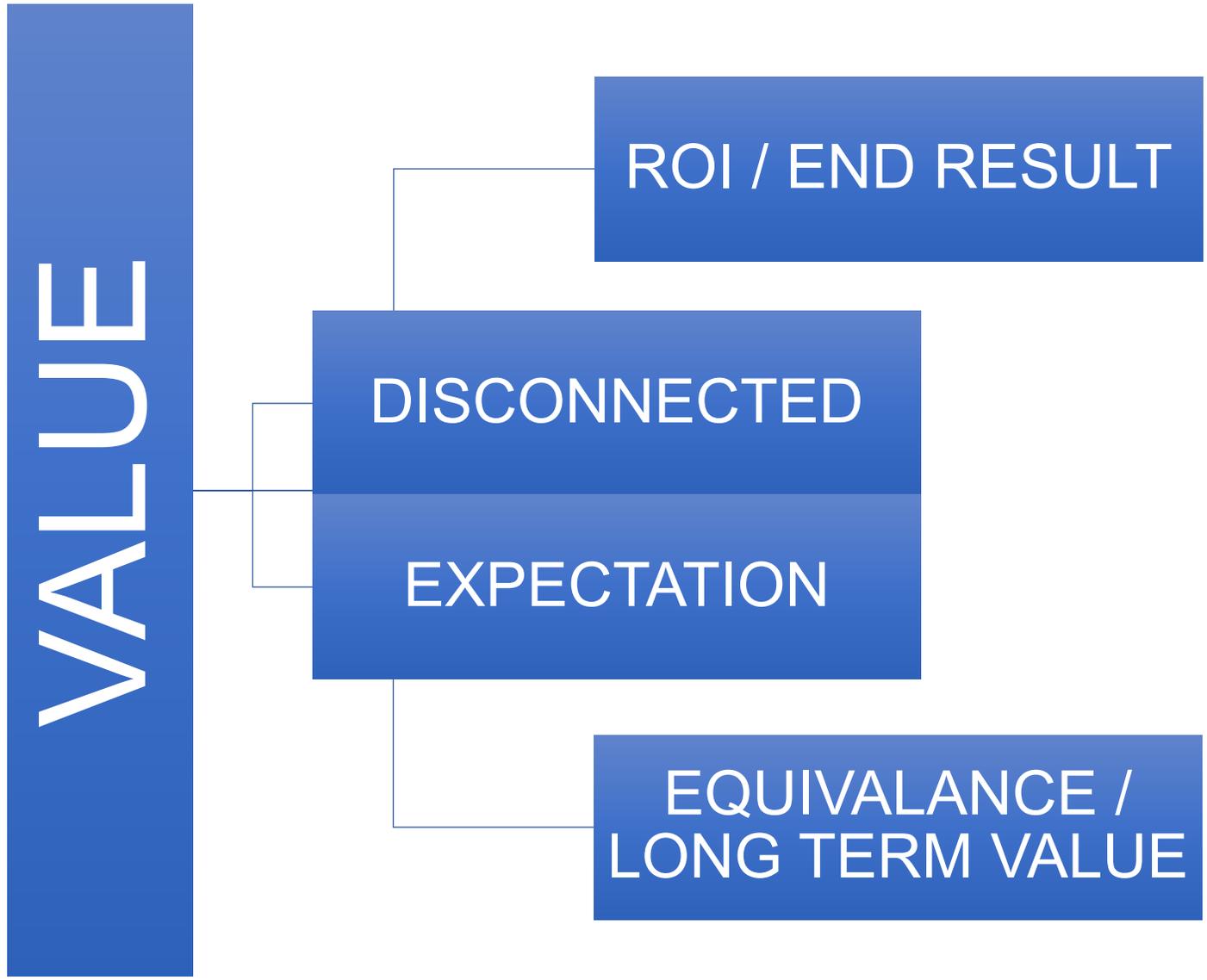
WHY DO PEOPLE OBJECT?

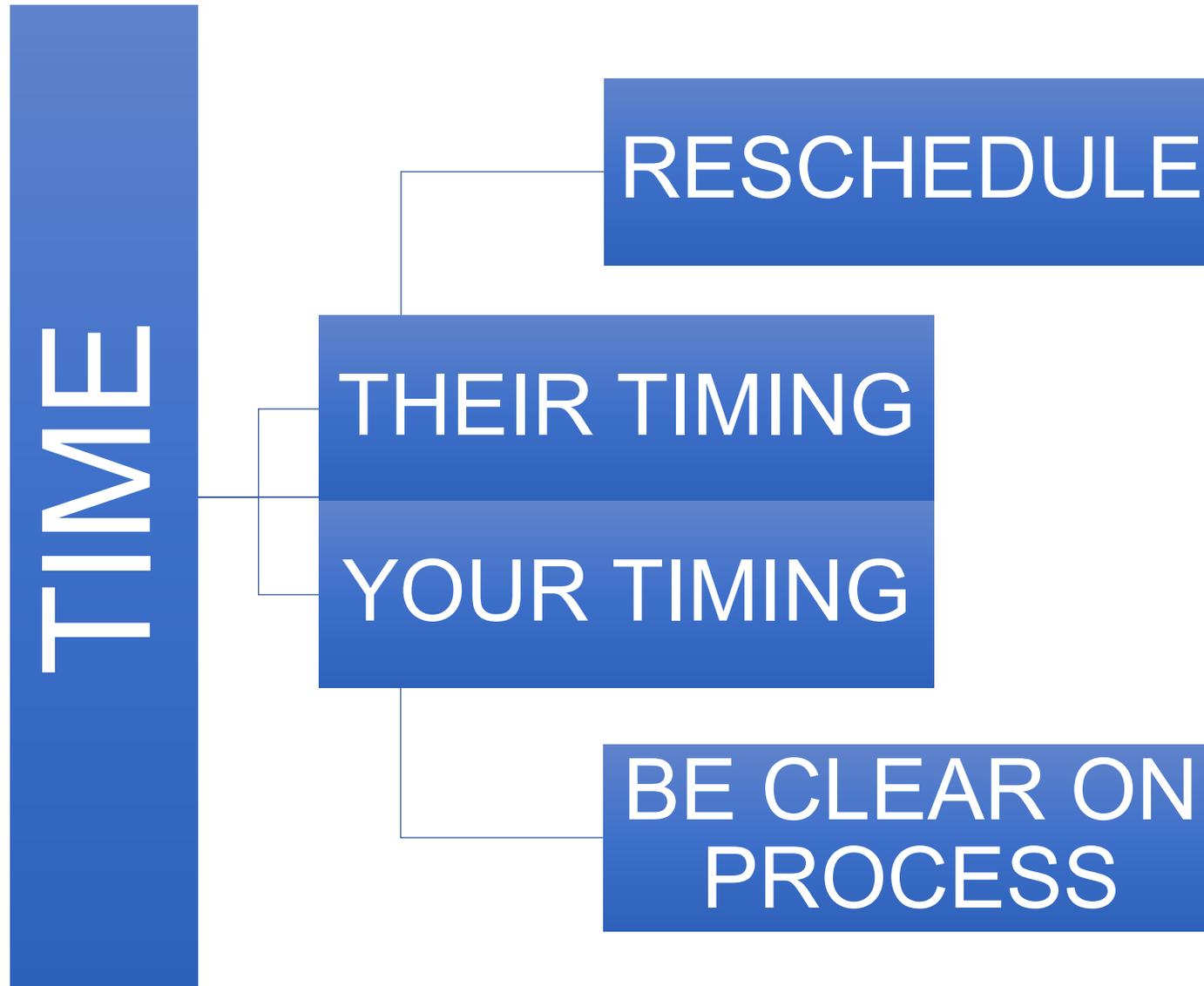
THE BUYER EQUATION

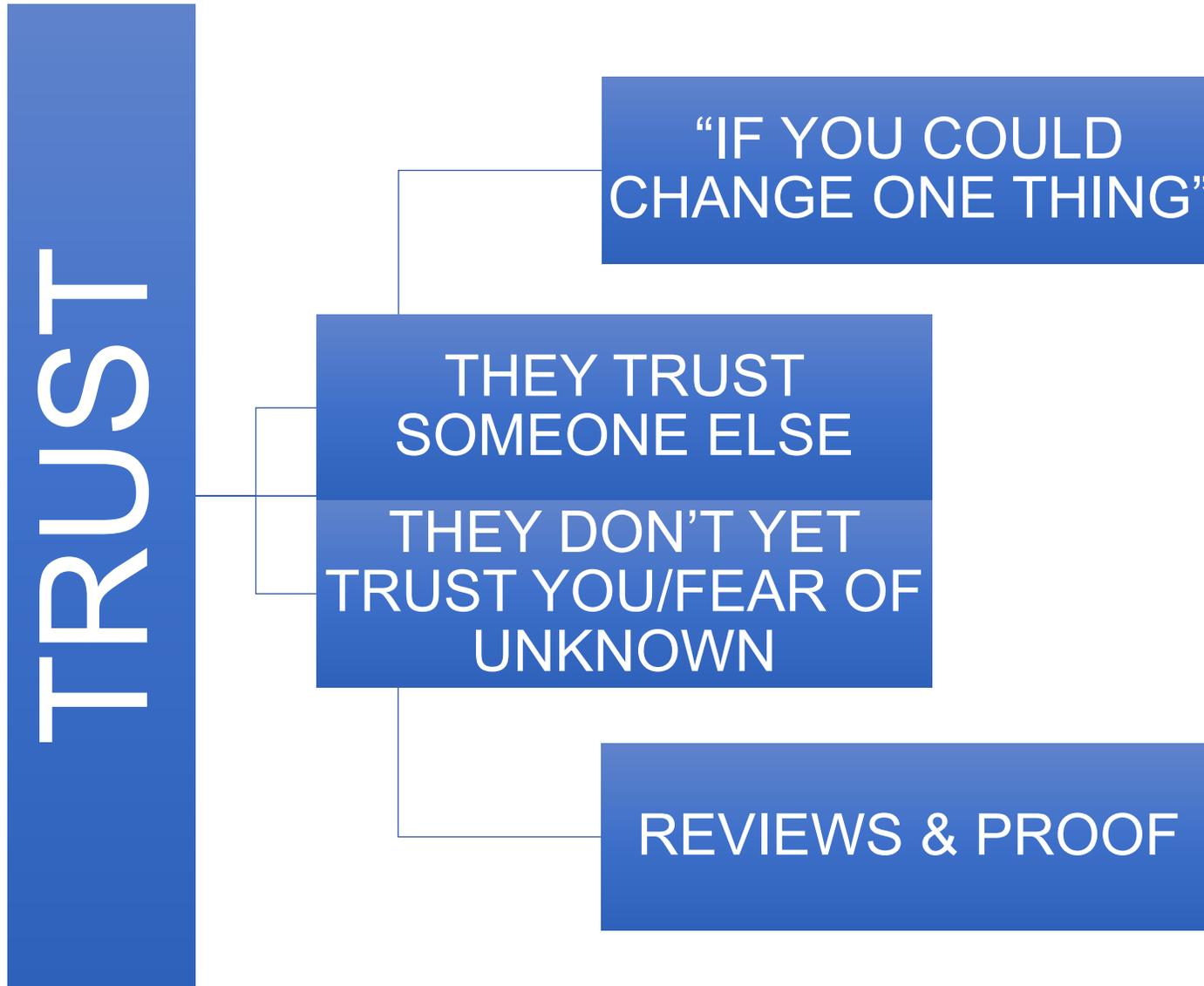


NOT THE
DECISION
MAKER

CLEAR SALES MESSAGE



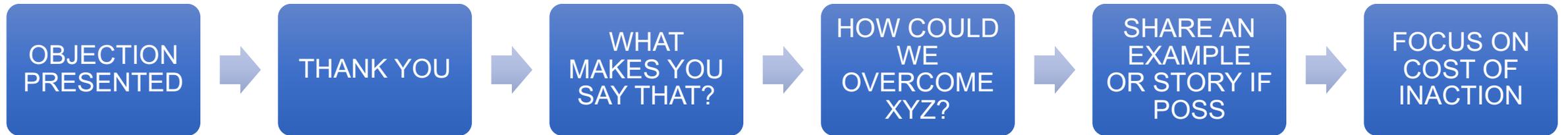




“YOU’RE TOO EXPENSIVE”

HOW TO HANDLE OBJECTIONS

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MESSAGE



KEY PHRASES:

“HOW DOES THAT SOUND?”

“ARE YOU OK WITH THAT?”

4. UNDERSTAND YOUR BUYER

WHO IS YOUR IDEAL CLIENT?

WHO HAS AN AVATAR?

WE KNOW WHO WE NEED...

WHEN DO YOU NEED THEM?

TRIGGER POINTS

1. A DATE

31ST JANUARY

2. AN EVENT

DEATH/MARRIAGE

3. AN EMOTION/FEELING

CONFIDENCE

4. ABUNDANCE/LACK

TOO FEW SALES

AVATARS ARE GREAT

**MESSAGING MUST BE
UNDERSTOOD BY ANYONE**

**IF THEY DON'T UNDERSTAND
IT. THEY CAN'T BUY IT.**

**IF YOU DON'T UNDERSTAND
THEM. YOU CAN'T SELL IT.**

139 ELEMENTS

HUMAN ATTENTION SPAN?

THE SEVEN QUESTIONS

1. WHAT DO YOU DO?
2. WHY SHOULD I CARE?
3. WHY SHOULD I CHOOSE YOU?
4. HOW MUCH DOES IT COST?
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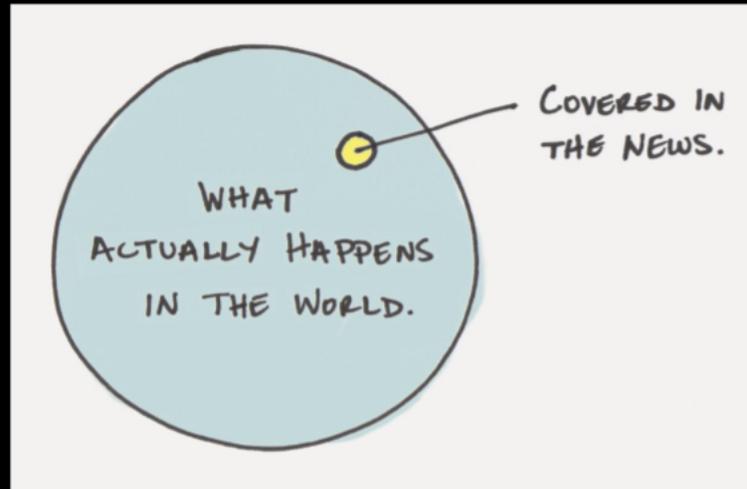


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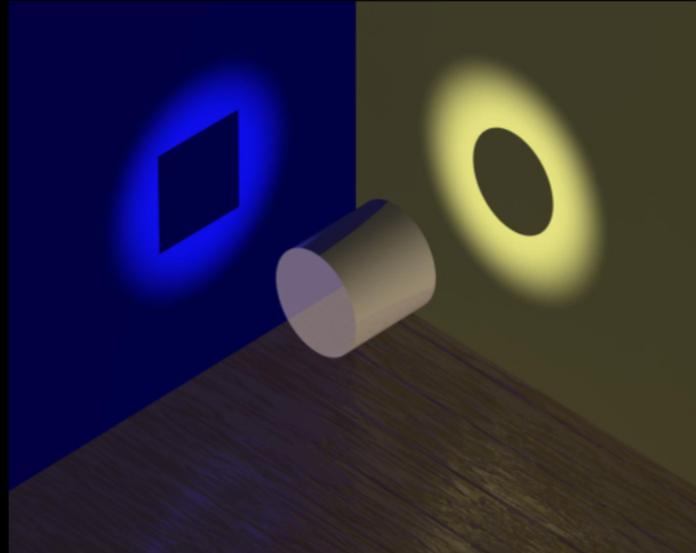


RELYING UPON IMMEDIATE
EXAMPLES AND INFORMATION
TO MAKE A DECISION.

AKA: WHAT YOU SEE IS WHAT
YOU GET. (WYSIWYG)

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THE FALSE CONSENSUS EFFECT



THE BELIEF THAT OTHERS SEE
THE WORLD THE SAME WAY
THAT YOU DO.

AKA: ASSUMPTION.

YOU NEED TO ADOPT THE
CLIENT'S PERSPECTIVE TO
SUCCEED.

CONFIRMATION BIAS



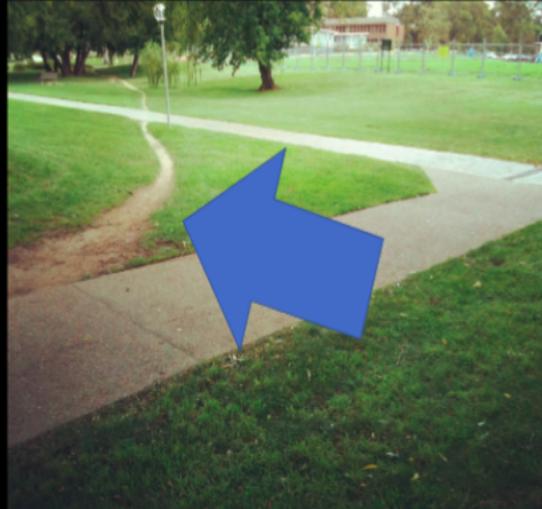
THE TENDENCY TO ONLY NOTICE INFORMATION THAT CONFIRMS YOUR EXISTING BELIEFS.

AKA: ASSUMPTION.

YOU NEED TO ADOPT THE CLIENT'S PERSPECTIVE TO SUCCEED.

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PATH OF LEAST RESISTANCE



THE EASIER YOU ARE TO DEAL
WITH, THE EASIER IT IS TO BUY
FROM YOU.

CLIENTS ALWAYS SEEK THE
EASIEST WAY TO SOLVE THEIR
NEEDS.

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SALES
MESSAGE

THE BIZARRENESS EFFECT

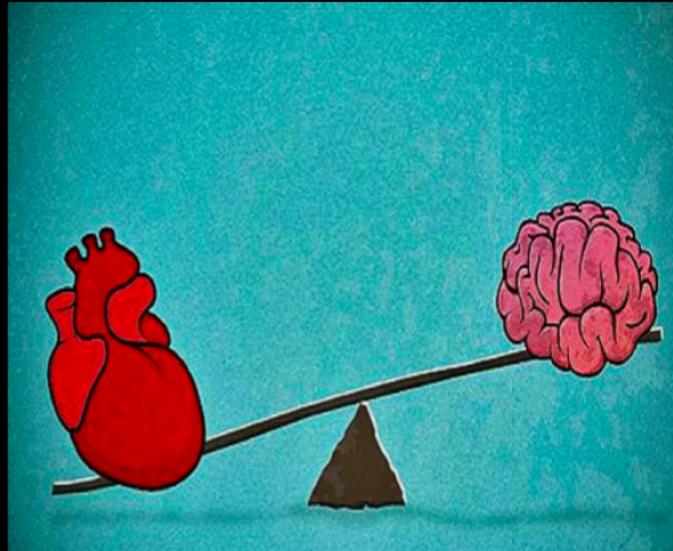


“BIZARRE” THINGS ARE MORE
MEMORABLE AS THEY DON'T
BLEND IN.

WANT TO BE REMEMBERED?
BE “BIZARRE”

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EMOTIONS TRUMP LOGIC



MAKING AN EMOTIONAL
CONNECTION WITH YOUR
CLIENT AND ENGAGING THEM
WILL DO MORE THAN SIMPLY
PRESENTING THE FACTS.

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MESSAGE

ZERO RISK BIAS



CLIENTS PREFER THE
COMPLETE ELIMINATION OF
RISK.

THE LESS RISK, THE MORE
CHANCE OF MAKING THE SALE.

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MESSAGE

SOCIAL PROOF



SOCIAL PROOF IS THE ACT OF USING THE REVIEWS AND COMMENTS OF OTHER CLIENTS TO REASSURE POTENTIAL NEW CLIENTS THAT YOURS IS A “SAFE” PURCHASE.

WE ARE MORE LIKELY TO BUY IF WE KNOW OTHERS BUY AND HAVE NOT HAD ANY ISSUES.

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Recommendations

Ask for a recommendation



Received (127)

Given (18)



Matthew French

Property Developer -
Founder of Church LLP.
Creating high quality &
unique residential spaces
across North & East London

January 22, 2019, Matthew was
a client of James'

James has an amazing strategic mind with the instinctive ability to get to the heart of any business. James is great at articulating his understanding of your business through 'Clear' and insightful use of copy.

THE EMPATHY EFFECT



IF WE BELIEVE THAT SOMEONE UNDERSTANDS OUR WORLD, OUR NEEDS AND OUR POINT OF VIEW THEN WE ARE MORE LIKELY TO CONNECT WITH THEM.

SHOW YOUR BUYERS THAT YOU UNDERSTAND THEIR NEEDS AND PROBLEMS AND YOU WILL ENDEAR YOURSELF TO THEM.

CLEAR
SALES
MESSAGE

THE LAW OF PAST EXPERIENCE



BUYERS OFTEN SHAPE THEIR DECISIONS ON PAST EXPERIENCES, OPINIONS AND EVENTS.

HARNESSING POSITIVE AND RESOLVING NEGATIVE PAST EXPERIENCES CAN BE A "HIDDEN FACTOR" TO MAKING THE SALE.

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SALES
MESSAGE

THE DEAL EFFECT



WHEN WE ARE OFFERED
“DEALS” WE ARE MORE LIKELY
TO BUY.

THIS IS BECAUSE THE
“THINKING” ELEMENT OF THE
PURCHASE HAS BEEN
REDUCED AS WELL AS THE
POTENTIAL FOR SAVING SOME
MONEY- A WIN/WIN

CLEAR
SALES
MESSAGE

ANCHORING



THE FIRST PIECE OF
INFORMATION WE SEE
CREATES A REFERENCE POINT
FOR US. AN “ANCHOR”.

BEING AWARE OF THE FIRST
PIECES OF INFORMATION YOU
PROVIDE CAN HELP YOU
MANAGE CLIENT
EXPECTATIONS.

CLEAR
SALES
MESSAGE

WANT THE SLIDES?

JAMES@CLEARSALESMESSAGE.COM

Q&A

THANK YOU