

# People Management



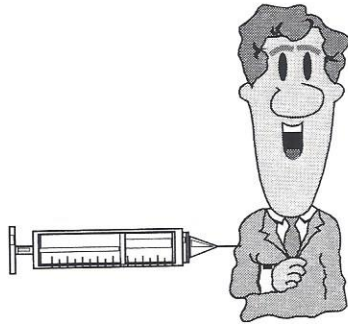
## Set & Communicate Standards



- Clearly map your sales process.
- Document activities & expected quantities.
- Detail the penalties for non-compliance.
- Distribute to everyone.

**Monitor &  
Inspect**

# ***Managing Marginal Performers***



- **Written plans**
- **Quantified**
- **Clear w/ HR**
- **Try to save all salespeople**

# ***RECRUITING***



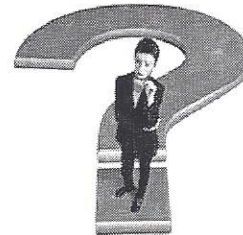
## Problems

- Sales People interview more than you do
- Laws complicate gaining information
- Applicant and New Hire “look” different



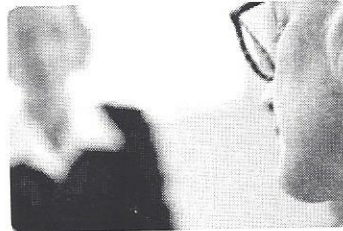
## The Questions?

- Can you do my job?
- Will you do my job?
- Will you work the way I want you to?



## Behavior Based Interviewing

- We will behave as we have behaved
- “Zebras don’t change their stripes.”



## Before Recruiting

- Make Sure...
  - ✓ Job Descriptions are in place
  - ✓ Compensation plan is done.
  - ✓ You have time to train.
  - ✓ You have a training plan.
  - ✓ Account list is accurate.

