

# GENERAL FACTOR ANALYSIS

Suzanne Fails

## PREPARATION

0...1...2...3...4...5...6...7...8...9...10



## PRESENTATION

0...1...2...3...4...5...6...7...8...9...10



## HANDLING OBJECTIONS

0...1...2...3...4...5...6...7...8...9...10



## CLOSING

0...1...2...3...4...5...6...7...8...9...10



## SERVICING

0...1...2...3...4...5...6...7...8...9...10



# SPECIFIC FACTOR ANALYSIS

Suzanne Fails

## CHALLENGE ORIENTED

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



## SELF-STARTER

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



## RESULTS ORIENTED

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



## PROSPECTING

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



## PERSUASION

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



## SELF-CONFIDENCE

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



# SPECIFIC FACTOR ANALYSIS

Suzanne Fails

## CONSISTENCY

0...1...2...3...4...5...6...7...8...9...10



## NATURAL LISTENING SKILLS

0...1...2...3...4...5...6...7...8...9...10



## CUSTOMER RELATIONS

0...1...2...3...4...5...6...7...8...9...10



## PRODUCT INFORMATION (FACTS)

0...1...2...3...4...5...6...7...8...9...10



## FOLLOW-UP AND FOLLOW-THROUGH

0...1...2...3...4...5...6...7...8...9...10



## PAPER WORK

0...1...2...3...4...5...6...7...8...9...10

