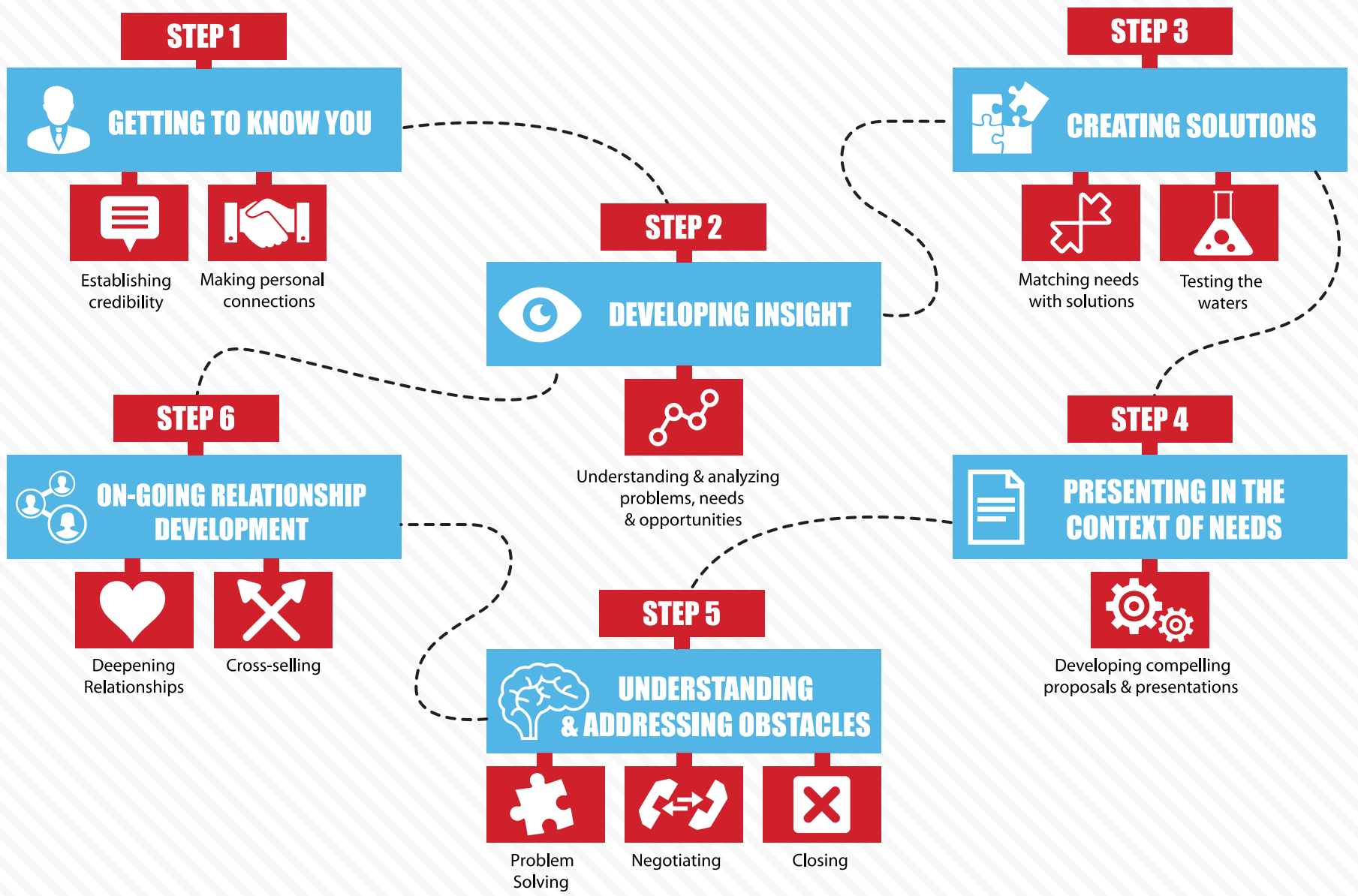


The Complex Sales Map



Skills



RESEARCHING



QUESTIONING



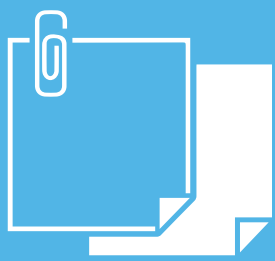
LISTENING TO LEARN



PROBLEM SOLVING



PRESENTING



RELATING



FACILITATING



CHECKING

AUTHENTICITY

Attributes & Attitudes

LIKABILITY

EMPATHY

ENTHUSIASM

PRESENCE

CURIOSITY

PERSEVERANCE