

Introduction to

# THE SUCCESS DISCOVERY PROCESS

**for Sales**  
*Discovering and Using Your Talents*

An investment of just 60 minutes of your time with this process will bring you unlimited results.

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## If I Knew Then...

Have you ever said or done something you wish you hadn't?

- or -

Have you ever regretted the way you handled a situation?

What situation in your life comes to mind?

Who were the people involved?

Was it a personal or professional situation?

Looking back, how did you feel about the outcome?

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The purpose of the Success Discovery Process is to help you minimize your regrets and maximize your success. An important element of the process is to help you acknowledge talents you know you have and discover talents you may not have known you had. In addition, this process will help you find new ways or words to use when talking about yourself to others. This process will also help you to relate more effectively with others. The better you understand yourself, the better you will be at getting what you want. In fact, what you don't know about yourself could keep you from getting what you want.

What you are about to experience is a process that will give you priceless insight into yourself. This insight will help you to know when and where to use your talents. Knowing this information will become one of your most valuable assets.

Throughout this process there will be many questions to ask yourself as well as memories that will come back to you. Take your time and do some soul searching. This is a time to reflect on what you are learning about yourself. How do you feel about what you are learning about yourself? Wouldn't you like to know more about the people in your life at work or at home? What can you lose? **What can you gain?**

## **What is the Success Discovery Process for Sales?**

- The courage to use your talents to achieve personal and professional success.
- The acknowledgment of your strengths and acceptance of your weaknesses.
- The ability to adapt to different situations and people in various environments.

The Success discovery process will have you thinking if I knew then what I know now, I would have fewer regrets and more success. The process is quick, it's easy, and it starts with you. The first phase begins with Self Assessment.

You will need the following to begin:

Your Performance Development Review Report  
A highlighter

Carefully read your entire report. Highlight the statements you feel may not be true. Next, follow the page-by-page instructions for the Success discovery Process.

## **SELF-HELP Orientation and Performance Development Process**

To obtain the greatest benefit from the attached report:

1. Please read the development report slowly and carefully. There may be some statements that you feel are not completely accurate, or perhaps they were true at one time but you have since modified your behavior. This report categorizes you into one of 367 different behavioral types based on your responses to the assessment. Remember, we are using this report as a guide, not as a statement of absolutes.
2. Underline or highlight any statement in the report that you do not agree with. Be prepared to discuss these items with your manager or facilitator. Be open to guidance.
3. Attached please find a workbook called "The Success Discovery Process." Use this workbook as a guide to help understand and focus the development text in your report. After reviewing your approach to the job and your understanding of the job, fill out the "Action plan." Focus on the most important changes you think you should make that will increase your effectiveness on the job. Limit proposed changes to the three you feel are most important. Under each item, outline the steps you will take to achieve these goals.
4. Bring your highlighted assessment report and the completed "Success Discovery Process" workbook with you to the facilitation session (if one is scheduled) and be prepared to adjust or amend your "Action Plan" if necessary. If a facilitation session is not scheduled review the Success Discovery Process and focus on implementing the action plan. Ask your manager to review and approve your action plan.
5. Do not attempt to work on more than three items at this time. If you try to focus on too many things, your efforts will become fragmented and little will be accomplished. Commit to the plan, establish time frames for implementation and further review. This is not the time or place to discuss money, the company, or other people. The focus is on YOU! Don't let other issues detract from this opportunity to establish a positive dialog with your manager.
6. If you find there are more than three issues to be resolved, work on the top three and when you and your manager agree they are no longer an issue create a new Action Plan to address additional issues.
7. Maintain a positive approach toward self-development and use this opportunity to establish a lasting and positive focus toward self improvement. This will increase your overall effectiveness and job satisfaction.

Thanks for participating in the Performance Development program.

**THE**  
**SUCCESS DISCOVERY PROCESS**  
**for Sales**

*Discovering & Using Your Talents*

Talents of: \_\_\_\_\_

# Your Value To The Organization

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*Please turn to "Value to the Organization" section of your report.*

Read and list four statements that describe your talents from this section.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Are people in your current environment aware of your talents?

Are your current talents being utilized?

What talents would be better utilized in your professional life as opposed to your personal life?

What talents would be better utilized in your personal life as opposed to your professional life?

Who in your personal or professional life do you wish knew that you had these talents?

# Ideal Environment

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*Please turn to the "Ideal Environment" section of your report*

Read and list at least four statements that describe the ideal environment for you.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

How much time per day do you spend in your ideal environment?

Do you find your ideal environment at work or at home?

Do you spend enough time a day in your ideal environment?

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# Sales Characteristics

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*Please turn to the "Sales Characteristics" section of your report*

From paragraph 1,  
List three statements that **describe talents** you would like others to know about you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How are you currently utilizing these talents?

What decisions have you made that allowed you to use these talents?

How are you using these talents when communicating with others?

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From paragraph 2,  
List three statements that **describe problem solving and decision making** talents you would like others to know about you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How are you using these talents to achieve success?

How are these talents helping or hurting you?

How are you using these talents in your personal or professional life?

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**SALES CHARACTERISTICS** (continued)

From paragraph 3,  
List three statements that **describe communication talents** you would like others to know about you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How are you using these talents on a daily basis?

Are you using these talents more in your personal or professional life?

With whom would you like to share this information?

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# Checklist for Communicating

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*Please turn to the "Checklist for Communicating" section of your report*

This section identifies the best ways to communicate with you (methods of communication to which you will be most receptive).

Read and list four statements that describe **the best ways to communicate with you.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

What have you learned about your communication style that will enhance your career and/or your relationships?

If others knew how to communicate with you, what impact could it have on your personal or professional life?

Identify and list some of the people with whom you would like to share this information?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Consider giving these people a copy of this page and the page that follows.

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## Don'ts on Communicating

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Please turn to the "Don'ts on Communicating" section of your report.

Most people communicate with others *the way in which they would prefer to receive communication*. No one intentionally creates communication problems, they just lack the proper information.

Read and list four statements that describe communication problems that **prevent** good communication with you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Would sharing this information help you get what you want?

How could your relationships improve by sharing this information?

Do you think it would help to have the same information about others?

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# Perceptions

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*Please turn to the "Perceptions" section of your report.*

Read and reflect on the information shown on this page. The words listed under "self-perception" are words that you would use to describe yourself in a positive light. However, it is natural for us **all** to display a negative side. Everyone has days when they are not at their best.

Look at the words others may be using to describe you:

Do you agree with any of these possible perceptions?

Can you think of one or more people that may have a negative perception of you?

Why might they have this perception?

Are any of these perceptions keeping you from getting what you want?

If so, what changes must you make?

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## Keys to Managing

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*Please turn to the 'Keys to Managing" section of your report.*

If you have ever worked for someone, have you ever been mismanaged?

During the time you were mismanaged, how was your performance?

How did you feel during this time?

Did you share this information with your manager?

Read and list three statements that describe how you want to be managed

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

List the benefits of sharing this information with your current manager.

1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
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# Keys to Motivating

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*Please turn to the " Keys to Motivating" section of your report.*

People are motivated by what they desire most.  
Read and list four desires that are important to you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Are others aware of your desires?

If not, who should be?

Are you on the way to achieving your desires?

If not, what do you need to change?

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## Natural and Adapted Selling Style

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*Please turn to the "Natural and Adapted Selling Style" section of your report.*

Every person has a natural way of dealing with problems, people, pace and procedures. Situational adapting is a necessary part of life. However, if one must adapt for extended periods of time they may experience excessive stress. Please read your natural and adapted style in each area.

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*Please refer to your "Natural and Adapted Style" for **dealing with problems and challenges.***

Is your adapted style significantly different from your natural style?

If so, is there a situation in your life that is causing you to adapt your style?

If you are adapting, are you doing it to succeed in sales or just to survive?

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*Please refer to your "Natural and Adapted Style" for **dealing with people and contacts.***

Is your adapted style significantly different from your natural style?

If so, is there a situation in your life that is causing you to adapt your style?

If you are adapting, are you doing it to succeed in sales or just to survive?

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*Please refer to your "Natural and Adapted Style" for **dealing with pace and consistency.***

Is your adapted style significantly different from your natural style?

If so, is there a situation in your life that is causing you to adapt your style?

If you are adapting, are you doing it to succeed in sales or just to survive?

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*Please refer to your "Natural and Adapted Style" for **dealing with procedures and constraints.***

Is your adapted style significantly different from your natural style?

If so, is there a situation in your life that is causing you to adapt your style?

If you are adapting, are you doing it to succeed in sales or just to survive?

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# Adapted Style

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*Please turn to the "Adapted Style" section of your report*

Your adapted style can change from time to time.

Today, **the most successful people are those that can adapt to any environment.** Sometimes people are forced to adapt in order to survive and sometimes they are forced to adapt in order to succeed.

Read this section of your report and answer the following questions.

Are you comfortable with your adapted style?

Is it helping you get what you want?

Do you feel you are paying too big a price to get what you want?

Are your adaptations consistent with the requirements of the job?

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# Areas For Improvement

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*Please turn to the "Areas For Improvement" section of your report.*

## **Limitations provide opportunities for improvement.**

List three areas for improvement that maybe keeping you from getting what you want. Under each, list some actions you intend to take to minimize these areas.

1. LIMITATION: \_\_\_\_\_

Action: \_\_\_\_\_

Action: \_\_\_\_\_

Action: \_\_\_\_\_

2. LIMITATION: \_\_\_\_\_

Action: \_\_\_\_\_

Action: \_\_\_\_\_

Action: \_\_\_\_\_

3. LIMITATION: \_\_\_\_\_

Action: \_\_\_\_\_

Action: \_\_\_\_\_

Action: \_\_\_\_\_

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## Selling Tips

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*Please turn to the "Selling Tips" section of your report.*

Identify and list some of the people in your life who can be described as ambitious, forceful, decisive, strong-willed, independent and goal-oriented.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Do you currently use the tips listed in the report?

Do you do any of the things that create tension or dissatisfaction with these people?

What would be the benefit of adapting your communication style?

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Identify and list some of the people in your life who can be described as magnetic, enthusiastic, friendly, demonstrative and political.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Do you currently use the tips listed in the report?

Do you do any of the things that create tension or dissatisfaction with these people?

What would be the benefit of adapting your communication style?

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## Selling Tips (Continued)

Identify and list some of the people in your life who can be described as patient, predictable, reliable, steady, relaxed and modest.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Do you currently use the tips listed in the report?

Do you do any of the things that create tension or dissatisfaction with these people?

What would be the benefit of adapting your communication style?

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Identify and list some of the people in your life who can be described as dependent, neat, conservative, perfectionist, careful and compliant.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Do you currently use the tips listed in the report?

Do you do any of the things that create tension or dissatisfaction with these people?

What would be the benefit of adapting your communication style?

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## Summary

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The Success Discovery Process for Sales is designed to help you achieve success . . . however you define it. Success for most people is defined in terms of specific goals such as: a better job, a promotion or improved relationships.

What goals would you like to achieve?

Now that you understand your strengths and weaknesses, you can do more of what helps you get what you want and stop doing what keeps you from getting what you want.

Think of no more than three goals you would like to achieve. The most important element in success is commitment.. If you are truly committed to achieving your goals, you will share them with people who are important to you.

List three goals you are committed to achieve:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Now lay out a timetable and plan to achieve these goals.

How committed are you?

Thank you for participating in the Sales Discovery Process.

# ACTION PLAN for Self-Development

NAME: \_\_\_\_\_

List three areas in which you see the need to focus effort along with your plan of action to achieve the desired goal. Select improvement items from the Development Guide , the text report, or suggestions from your manager or facilitator.

" **FIRST FOCUS AREA:** \_\_\_\_\_

Action Plan - Steps I will use to achieve improvement goals in this area:

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*Time frame to achieve this goal:*

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" **SECOND FOCUS AREA:** \_\_\_\_\_

Action Plan - Steps I will use to achieve improvement goals in this area:

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*Time frame to achieve this goal:*

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" **THIRD FOCUS AREA:** \_\_\_\_\_

Action Plan - Steps I will use to achieve improvement goals in this area:

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*Time frame to achieve this goal:*

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Date: / /

Action Plan Commitment Agreement by: \_\_\_\_\_ (Examinee)

Supported by: \_\_\_\_\_ (Manager/Facilitator)