



No Pressure Selling®

SEEDS OR LEADS 2015

DATES AVAILABLE
NATIONWIDE
Call for Details

Find Out More!



A 3-day Course Designed to Increase Technician Confidence, Homeowner Satisfaction and Retail Opportunities

Technicians are face to face with more customers every day than anyone else in your organization. There's nobody on your team that homeowners trust more than their technician.

The new Seeds or Leads program will give technicians the tools, skills, and confidence they need to generate leads with a process that is No Pressure® for both the technician and homeowner.

Tech generated leads...

- ✓ Are less likely to shop
- ✓ Already know you
- ✓ Already know your technician
- ✓ Have a need
- ✓ Own their home
- ✓ Can probably get the money

100/35/15: You do the Math

Calls/Day	5
Total Calls/Week	25
Total Calls/Month	100
Opportunities	50
Time to Listen	35
Significant Problems	30
Monthly Qualified Appointments	15

Fax Completed Form to (602)-216-2148



Please send more information:

Available classes in my area.

Available classes nationwide

Investment:

\$1,199 per person includes 3 - days of training, breakfast, snacks and lunch.

Attendees:

1. 2.

3. 4.

Company: TM:

Email: Phone:

Address:

City: State: ZIP Code:

www.NoPressureSelling.com

WHAT WILL YOU LEARN AT SEEDS OR LEADS



Days 2 -3: Technicians & Selling Technicians

Day 1: Owners, Managers & Dispatchers

Focus on company culture

- ✓ Industry trends
- ✓ 3 keys to growth
- ✓ Tech lead vs. referral
- ✓ Becoming a retailer
- ✓ Culture of replacement
- ✓ Consumer financing
- ✓ Setting goals
- ✓ Driving Referrals

Managing the process

- ✓ What is replacement opportunity?
- ✓ Managing expectations
- ✓ Establishing a team
- ✓ Defining roles
- ✓ Discretionary dispatching
- ✓ Follow-up timeline

Implementation and execution

- ✓ Recognize
- ✓ One-Minute review
- ✓ Reward
- ✓ Follow-up timeline

All New Tools



Service ticket template

Reduce "free" call-back repairs by documenting concerns correctly the first time



Automated Implementation Program

14 week follow-up program giving you best practices, easy to implement ideas, and video examples to ensure a steady flow of high-value quality leads long after graduation.



Tech tracking wall sheet

Because technicians already have built trust and rapport, the presentation moves quicker



(800)-515-0034



Testimonial



Seeds or Leads helped raise my confidence and taught me how to ask a homeowner questions. I've needed this for years. -

Kevin D. (Omaha, NE)



Culture of Replacement

- ✓ What is comfort?
- ✓ Technical side of comfort
- ✓ Repair vs. Replace

Understanding our Customers

- ✓ What is comfort to a customer?
- ✓ Delighting Customers vs. Customer Satisfaction
- ✓ Giving our customers options

Making the right recommendation

- ✓ Setting an appointment for Energy Consultant
- ✓ Accessories
- ✓ Planned maintenance
- ✓ Replacement

Setting the appointment (*lead generating techs*)

- ✓ Based on what you said
- ✓ Addressing concerns:

- "We're too busy"
- "How much does this cost?"
- "What would you do?"
- "Can you give me a price?"
- "Why does the visit take so long?"

Goal Setting

- ✓ What will you do when you get home?

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