How well do you know	How well do you know	How well do you practice
your customers	your competitors	sales strategies
 Do you know how to access key players? 	• Do you differentiate your offering in new ways?	Do you know how to discover your customer's critical buying factors?
 Do you know how your product helps your customers satisfy their customers? 	 Can you maneuver around a price war? Do you know your competitor's strategies against you? 	Do you use resources efficiently?Do you prioritize your opportunities?
• Are your assumptions about your customers accurate?	• Do you know how to lock-out the competition?	• Do you see yourself as a business- person first?
• Do you understand what's critical to your customers' success?	• Can you offer something competitors cannot offer?	Do you know the difference between quality and value?
• Do you understand your customers' business strategies?	 Do you know how to open doors which have been locked by competitors? Do you frequently ask, "Should I 	 Do you know how to leverage political forces in your customer's organizations?
 Can you explain how your product provides competitive advantages? 	compete?"Do you frequently ask, "Can I win?"	• Do you really know how buying decisions are made?
 Do you have a thorough understanding of how your product is used? 	• Can you negotiate a client contract without compromising your position?	Do you understand when a customer wants a partner and when they want a
 Do you know what happens to your product after it's been used? 	• Can you differentiate your commodity from their commodity?	vendor?Can you describe your competitors'
• Are your strategies market driven?		strategies?
• Do you frequently provide customers with new ideas?		• Are you constantly looking for ways to provide value?