

# GROWERTALKS

## Guest Column

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## Riding the Sales Roller Coaster

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In the world of sales, the ability to adapt to various scenarios and handle negative experiences with finesse can often be the defining factor between success and mediocrity. While mastering the content of your sales pitch is undoubtedly important, it's equally crucial to focus on the presentation of your conversation. To shed light on this aspect of sales, let's look at the heart of each aspect to help us navigate the twists and turns, ups and downs with confidence and grace.

Sales scenarios can be as diverse as the landscapes our plants provide. From boardrooms to trade shows, from cold calls to client meetings, each situation presents its unique challenges. It's important to be adaptable and nimble, and to embrace each scenario as an opportunity to learn and grow.

**1. The art of active listening:** In any sales conversation, understanding the client's needs and concerns is paramount. What separates the good from the great is the ability to listen actively. The core of sales interactions is the desire to be heard and understood—it's our job then to make an emotional connection to that desire and lend an open ear. This can be done by asking open-ended questions, turning that into offering solutions tailored to the client's specific situation.

**2. Managing objections:** Objections are the dips and drops in the sales roller coaster. You can't go through the ride paralyzed by the fear of objections or assume there won't be any. Welcome them as chances to demonstrate your compassion built on the foundation of your expertise. By addressing objections calmly and professionally, you can steer the ride in your favor.

**3. Building rapport:** Building a strong client relationship is the framework supporting that emotional connection. When you see a mighty roller coaster built on old wooden planks, clacking loudly each time the ride goes by, you wonder: Is it safe to go on that ride? When your support beams are strong and durable made from authentic rapport, the ride becomes much smoother, able to handle the extreme pressures it may be under.

### Navigating negative experiences

In the world of sales, rejections and setbacks are inevitable, however, how one handles these negative experiences can make all the difference. The key to success is preparing yourself for when those negative situations come, so you can maintain composure, a positive attitude and hamper the rejections force-pushing you back in your seat.

■ **Resilience:** This is your harness on the sales roller coaster. Keeping you on the ride and not letting the twist and turns throw you about, the harness is there to ensure you're safely brought back to the start. If resilience doesn't exist, after the first ride one starts to debate not going back.

■ **Learning opportunities:** Every negative experience is an opportunity to learn and grow. Reflect on your failures, identifying areas for improvement and refining your approach.

■ **Self-care:** Riding the sales roller coaster can be emotionally draining. Resilience comes into play, yet the importance of self-care is critical. Make sure you have the mental and emotional strength to weather the ups and downs, rights, lefts, twists, turns and loop-de-loops.

Sales in the green industry, like any other field, can be a roller coaster ride filled with unexpected thrills. Sales professionals must navigate the complexities of their industry with confidence and resilience. So as you embark on your next sales journey, remember to embrace the roller coaster, enjoy the ride, and let each twist and turn propel you toward success. **GT**

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*Rayne Gibson is a horticulture graduate from Louisiana State University and brings extensive experience in the green industry, serving in various capacities helping businesses across the southern U.S. He also served on the boards of the Louisiana and Texas Nursery Landscape Associations.*