| # | Length | MTS4 ^e Book Chapter | Title | Contents | |
|---|--------|--------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------|--|
| 1 | 02:58 | | Monday Morning Behaviour | How to extract maximum value from this video series (and any other training) | |
| 2 | 05:05 | All | The Value Of A Sales Engineer | SEs have tremendous value in a Sales Cycle. That's what customers say and why it is a weapon we don't use enough. | |
| 3 | 05:32 | 20 | What Customers Really Want (From An SE) | What mid to senior-level execs in your customer base really want (and expect) from the SE. | |
| 4 | 08:10 | 6/7 | Your #1 Competitor | The role of Risk in the Sales Cycle and how DNI – Do Nothing Inc. is often your biggest competitor. | |
| 5 | 06:15 | 6 | The Three Kinds of Customer Pain | Identifying the three main kinds of customer pain – Latent, Current, and Vision. | |
| 6 | 06:22 | 7 | The Three Wise Men | Almost every tech purchase has a business driver – one, or more, of Revenue, Risk, and Cost. | |
| 7 | 05:17 | 8 | The FABulous Sales Engineer | The simple concept of Features – Advantages and Benefits | |
| 8 | 09:29 | 7 | 5W+H Business Questions | A simple way to categorize business-oriented questions. | |
| 9 | 11:19 | 20 | Making The Executive Connection | You're in front of an executive. Now what? | |

| 10 | 12:05 | 19 | The Trusted Advisor Sales Engineer 1 | What does Trusted Advisor really mean? | |
|-------|-------|-------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|--|
| 11 | 14:20 | 19 | The Trusted Advisor Sales Engineer 2 | And how can you measure it (and use it) in sales? | |
| 12 | 08:10 | 6/7 | Reversing The Conversation | Avoid talking techie until you know why the customer (or rep) wants you to talk tech. | |
| 13 | 04:01 | 10-14 | The Power Of Three | A great technique to make a complex message easy to remember and understand | |
| 14 | 07:27 | 10-14 | 11 Signs That Your Demo Sucks | Some tactical things you can do to make the demo more memorable. | |
| 15 | 05:51 | 16 | Storytelling And The Sales Engineer | The importance of storytelling and a quick template for powerful conversational customer reference stories. | |
| 16 | 08:24 | 18 | Objection Handling (Answering Questions) | Why SEs answer questions vs. handle objections. The different types of questions and some basics around how to handle/answer them. | |
| 20 | 17:06 | 15 | WB Basics #1 | The Fine Art of White Boarding – Part 1 | |
| 21 | 14:59 | 15 | WB Basics #2 | The Fine Art of White Boarding – Part 2 | |
| 22 | 08:30 | 10 | The Perfect Sales Call | A suggestion for an easy yet controversial way to | |
| | | | | restructure a sales call to gain more attention. | |
| ON | OMT-1 | | The 60 Foot Rule | A simple and basic guideline to improve your presentations | |
| OMT-2 | | | The Grey Dot | A neat way to handle animations and not to "over-click." | |
| | OMT-3 | | The Baked Cake | Start With The Most Important Thing For The Customer | |



The Mastering Technical Sales Video Series



Pricing Schedule – 2022

| Number Of Users | Price Per User | Total Investment | Notes |
|-----------------|------------------------|------------------|-----------------------|
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For More Information Contact

Mastering Technical Sales 3030 Grand Bay Blvd #333 Longboat Key, FL 34228 USA

Phone +1-215-431-1552

info@masteringtechnicalsales.com