For this month’s Action Item, complete any three of the items below. Once you check these off, turn into your manager and check the Complete button in Academy to receive your points.

* Schedule a speaking engagement, even if it’s an internal practice session with your peers or manager.
* Review and update your standard Executive Summary that you usually include with your proposals. If you don’t have one, then create one.
* In at least one sales call, ask follow-up questions of your customer for every monologue they deliver. Do not reply with a statement until you’ve asked at least one follow-up question.
* Handle at least one confrontation with a customer like a pro.
* Treat at least one virtual sales call as though it were being delivered in person, including standing up if appropriate, using proper lighting, or multiple webcams.
* For at least one sales call, send an agenda ahead of time.
* For at least one sales call, email a summary within 24 hours of the appointment.
* Decide on a technique for remembering names and use it.
* Send a hand-written thank you note to a customer after a meeting.