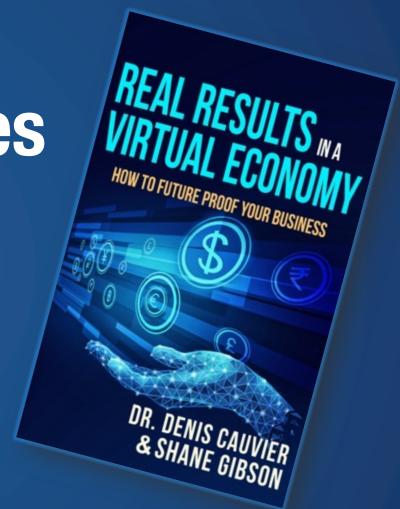


Virtual Sales Strategies for High ROI

Shane Gibson



"the COVID-19 pandemic has moved almost all sales online, often to self-service digital platforms. Everyone seems to be happier with the new arrangements.

Some 70 percent of buyers say they prefer digital interactions; sellers like the greater effectiveness. Videoconferences and live chats are helping companies seal the deal; traditional phone calls are now a last resort."

 McKinsey and Company, COVID-19: Implications for business

Virtual Sales...

 Virtual is not just about remote work or working from home doing what we did before.

 Virtual sales is about tapping into the power of social networks, digital tools and technology to improve and reinvent the way we sell. "Sales is about creating an environment where an act of faith can take place."

Social selling:

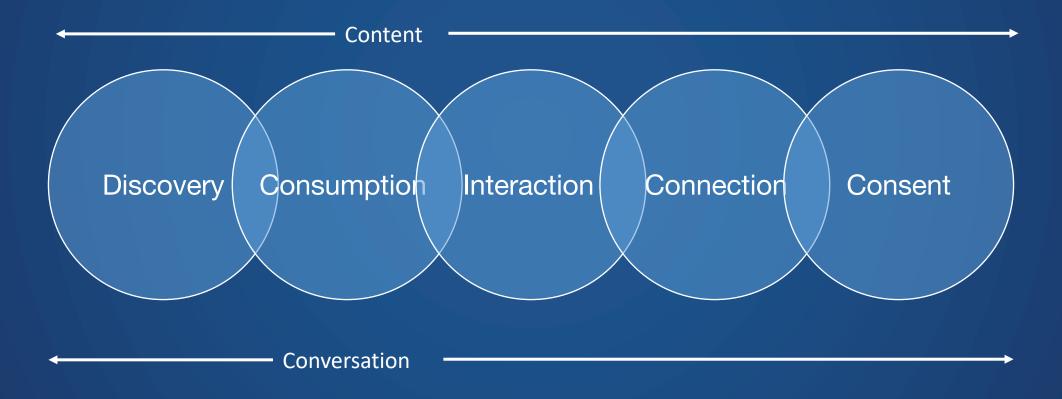
Talking to customers, prospects and your community on the internet

"B2B sellers who embrace social selling are 72% more likely to exceed quotas than their peers who don't." – Forrester Research

Forrester Report: "Add Social Selling To Your B2B Marketing Repertoire" - Feb 2017

The 5 Stages of Consent

(The Social Sales Funnel)



A digital first strategy is a customer first strategy

If they can't find you, you don't exist.

Your "Social Graph" is your sales credit rating

94% of people only look at the first page of Google results, and only 2% of people own their entire first page of Google.

- statuslabs.com













Maps

About 7,670,000 results (0.44 seconds)

en.wikipedia.org > wiki > Jon V. Ferrara *

Jon V. Ferrara - Wikipedia

Jon V. Ferrara (born January 22, 1960) is an American entrepreneur and the founder of Nimble LLC, his most recent venture. Ferrara is best known as the ...

www.linkedin.com > jonvferrara *

Jon Ferrara - CEO - Nimble | LinkedIn

Jon Ferrara, has been recognized for pioneering innovation in the customer management category. He's the founder and CEO of Nimble, an award-winning social sales, and marketing CRM for individuals and teams. It's Ranked #1 in Overall Satisfaction by G2 Crowd and integrates with Microsoft Office 365 and Google G Suite.

saasclub.io > podcast > jon-ferrara-nimble *

How Jon Ferrara Sold His Company for \$125M and Went ...

Jon Ferrara is the founder and CEO of Nimble, a social CRM service for small businesses. He's a serial entrepreneur and a pioneer in the customer relationship management (CRM) industry.

https://twitter.com/Jon_Ferrara

Jon Ferrara (@Jon Ferrara) · Twitter

While working from home, it is critical to keep your employees still feel included within your company. Read to learn ways to establish a system where your remote workers feel like they are at the office. bit.ly/34DZJtp #WorkingRemote #Entrepreneurship

Don't forget your attendees after an event is over. Make sure you have the right software to continue to grow your relationship with them. bit.ly/2UDkHp9 #CRM #BizTip

Twitter · 8 hours ago

Here are 7 ways your eCommerce store can benefit from using #CRM software. bit.ly/2VN7DhA #OnlineBusiness

Twitter · 10 hours ago

Jon V. Ferrara





Jon V. Ferrara is an American entrepreneur and the founder of Nimble LLC, his most recent venture. Ferrara is best known as the co-founder of GoldMine Software Corp, one of the early pioneers in the Sales Force Automation and Customer Relationship Management software categories for Small to Medium-sized Businesses, Wikipedia

Born: January 22, 1960 (age 60 years)

Books: Social CRM For Dummies

Education: California State University, Northridge, James Monroe

High School

Profiles







YouTube

People also search for



Marc

Benioff

Shanks



Schaffer





View 4+ more

Chris Brogan

Feedback





Shopping

: More

Tools

About 279,000 results (0.63 seconds)

Images

https://ca.linkedin.com > jonholtby *

Jon Holtby - Senior Field Sales Manager, Canadian Rockies ...

▶ Videos

Vancouver, Canada Area · Senior Field Sales Manager, Canadian Rockies (AB & BC) · Citrix **Jon Holtby** - Senior Field Sales Manager, Canadian Rockies (AB & BC) - Citrix | LinkedIn. Skip to main content LinkedIn. **Jon Holtby**.

https://uk.linkedin.com > jonathanholtby

Jonathan Holtby - Community Manager - DeepTech Labs ...

Jonathan is the VP Marketing at Dataswift, building AWS-like web services for HAT personal data accounts - app-issued, user-owned technology infrastructure. He ...

https://twitter.com > jonholtby *

Jon Holtby (@JonHoltby) | Twitter

The latest Tweets from Jon Holtby (@JonHoltby). Field Sales Mgr (AB/BC) for @Citrix. Known to change from business suit to ski gear in a phone booth.

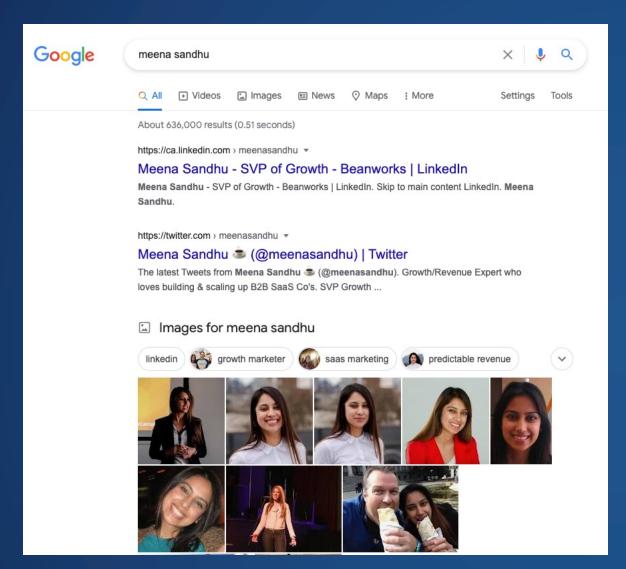
https://twitter.com > jonathanholtby *

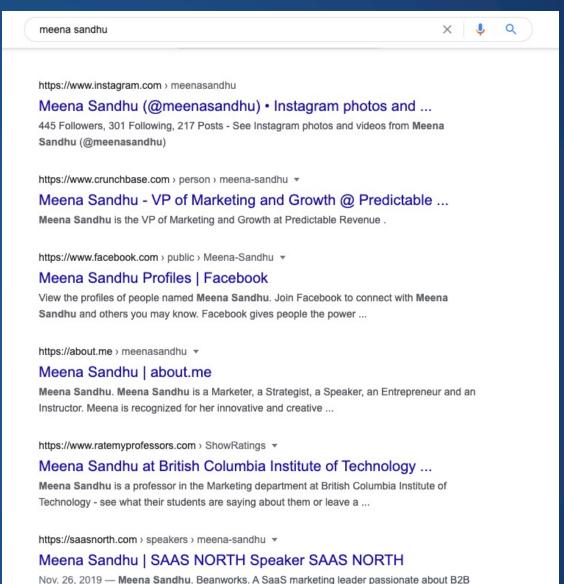
Jonathan Holtby (@JonathanHoltby) | Twitter

The latest Tweets from **Jonathan Holtby** (@JonathanHoltby). startups and deeptech and workplace inequality. Cambridge, UK.

https://jonholtby.wordpress.com > about *

About Jon Holtby | Innovative Thinking - Jon Holtby





technology companies. I love marketing and growth in SaaS.



Q could I be convicted of social selling?





Google Search

I'm Feeling Lucky

Google offered in: Français

Google Yourself



Being Discoverable

- Google places
- Platforms relevant to your industry
- Search Engine Optimization
- Activated and active on social profiles

- Guest writing
- Press releases
- Capitalizing on trending topics
- Social proximity engagement
- Online events



"In the sales process, the use of LinkedIn goes both ways.

Buyers are visiting the LinkedIn profiles of sellers as one of the steps in the process of sizing up the salespeople calling on them."

- Linkedin 2020 State of Sales Report

Are you looking for a job or more customers and market share?

Social selling leaders get better results



Social selling leaders create 45% more opportunities than peers with lower SSI.



Social selling leaders are **51**% more likely to reach quota.



78% of social sellers outsell peers who don't use social media.

"Social selling is taking out the pitching component of sales. You're creating conversations about your product and services which organically can produce sales conversations."

— Paul Sowada, SSI 89 | Market Development Manager, Binocular

A 13-point LinkedIn profile checklist





1) Title



Message

Jon Ferrara · 1st in

Nimble Founder & CEO, #CRM Pioneer, Founder of GoldMine. Interests: #SocialSelling, #SocialBusiness #InfluencerMarketing

Greater Los Angeles Area · 500+ connections · Contact info





More...

2) Complete Summary















Kenneth (KJ) Johnson

Regional Sales Manager at Summit Truck Bodies

About

I Love Work Trucks and the Folks that buy them!

It's like being a kid all over again but this time getting paid. I still remember my big yellow Tonka Dump Truck and the hours of enjoyment I had hauling dirt in the playground with my buddies.

Helping clients solve big problems is what I do best and it's what sets me apart from the competition. Surprisingly I don't sell trucks or equipment, instead I help my clients cut through the clutter and make informed choices from a myriad of options. More often than not, their decision coincides with the products and services my company offers. Either way my goal is to always earn my clients confidence and trust.

Don't be shy... I'm here for you, let's make this a Win-Win for both of us!

3) Positions Connected to Company Pages



Lead Facilitator (British Columbia Region) The Trade Accelerator Program (TAP)



World Trade Centre Vancouver · Contract

Jun 2018 – Present · 1 yr 11 mos Vancouver, Canada Area



As facilitator for the World Trade Centre Vancouver's Trade Accelerator Program (TAP) I work with a talented team of export leaders and World Trade Centre staff to deliver an in-depth multi-day program that helps Canadian companies expand internationally. Graduates from the program have realized an average of a 23% increase in export revenues within a yea ...see more



Co-Founder, Sales Trainer and On-Line Facilitator

Professional Sales Academy

Sep 2001 – Present · 18 yrs 8 mos Vancouver, Canada Area

The PSA (salesacademy.ca) was founded in 2001 by Shane Gibson and offers online and onsite sales performance training programs.

Sales Training Topics include:

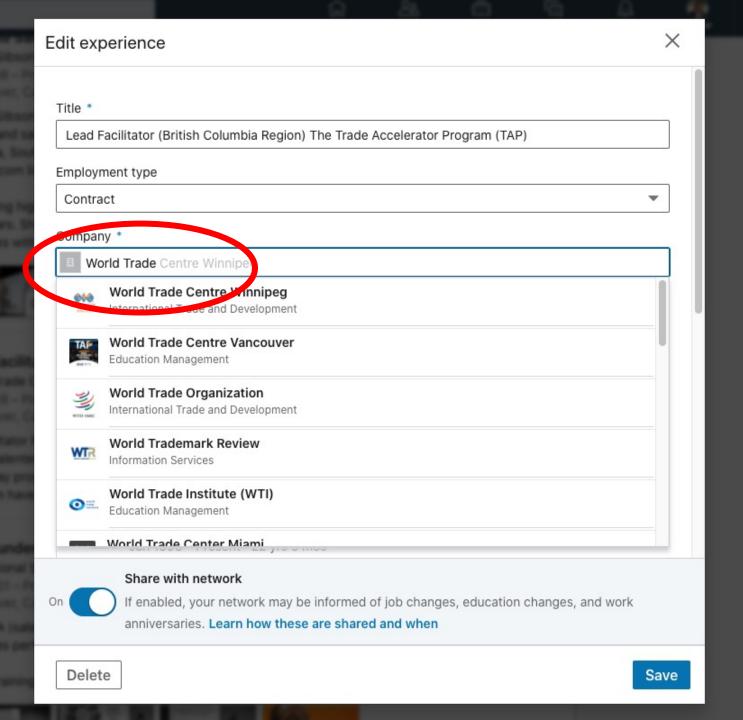
...see more











4) Outcome Based Position Descriptions

Experience



Regional Sales Manager

Summit Truck Bodies

Texas

Feb 2014 – Present \cdot 7 yrs 3 mos



Regional Sales Representative

Summit Truck Body Inc

Jan 2014 – Present · 7 yrs 4 mos

Texas and Oklahoma

Summit Truck Bodies supplies service bodies to the field service industry, delivering the peace of mind that comes from confidence and reliability. Each one of our bodies is designed and built to your specifications to ensure complete satisfaction, with guaranteed usability and longevity. Our proven body mount system ensures body rigidity, strength and safety. Service packs and frames that we have sold are, in many cases, later transferred to chassis after chassis, outlasting them with superior durability and strength. When you buy a Summit Truck Body, you are getting factory direct, so the savings are passed on to you.

I want the opportunity to put my experience to work for you. We provide the truck that BEST meets your needs. Currently stocking: Ford, Dodge, Freightliner, Kenworth, Westernstar and Peterbilt chassis's

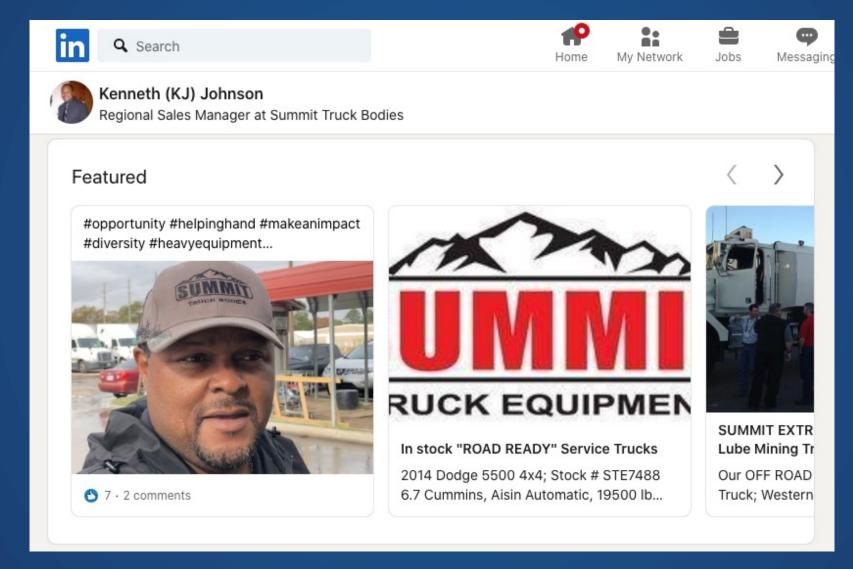
see less



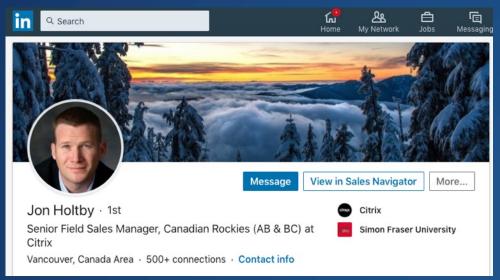


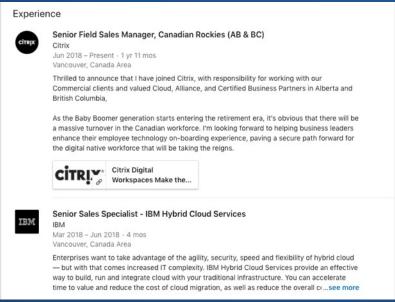


5) Well curated "Featured" Section



6) Fully Complete Work History





President

SIGO Services



May 2013 - January 2014 (9 months) | Metro Vancouver, BC, Canada

President and Co-Founder of a "Cloud-First" Managed Services Provider in Metro-Vancouver, BC. Focused on helping Small to Medium sized businesses use technology strategically in order to achieve their own business success.

SIGO Services merged with Softlanding, a leading Microsoft partner in Vancouver, BC, in January 2013. Visit www.softlanding.ca for more information.

Vice President, Business Development



DTM Systems Corp.

July 2011 - April 2013 (1 year 10 months) | Vancouver, BC

- 1 recommendation



Ric Liang

IT Leader, Cloud & Infrastructure Services

Jon was instrumental in moving us from a physical to virtual infrastructure several years ago. He designed the appropriate solution for us and arranged for skilled resources to help us throught the process. Since then he's continued to work with us... View.

Client Manager

DTM Systems



February 2002 - July 2011 (9 years 6 months)

DTM is Innovative Thinking.

Integrating business and technology, for 30 years DTM Systems Corporation has been providing technology solutions to public and private sector companies, institutions, and organizations of all sizes in Western Canada – with offices in Vancouver & Calgary.

With an extensive portfolio of products and services, including financial management, virtualization, and IT consulting, DTM delivers innovative solutions that help customers realize their full business potential.

http://www.dtm.ca

- 4 recommendations, including:



Beau Bradley

Are you up for the 90-Day Challenge?



GARRY STEVENS
Partner Business Manager, Enterpri...

Jon goes the extra mile when dealing with his clients. He is very personable and is very and has taken some high level courses to and has taken some high level courses to allow him to be a knowledgeable... View i

2 more recommendations.

@ShaneGibson

Virtual Sales Strategies for High ROI

SalesAcademy.ca

7) Professional Profile Photo

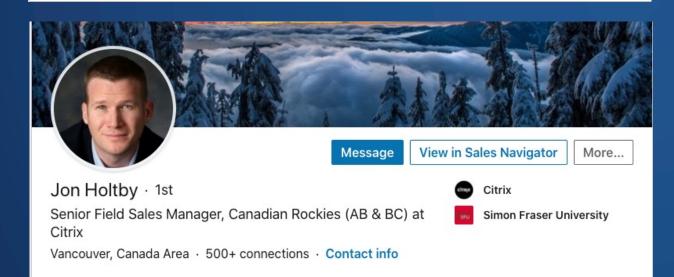
"...members who **include a photo** receive up to 21x more profile views and up to 36x more messages."

Blog.LinkedIn.com

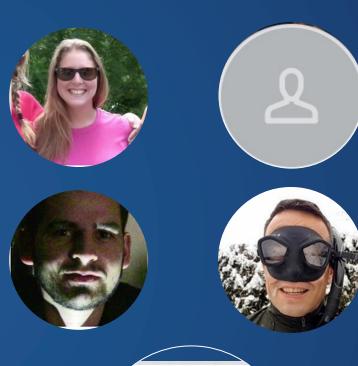
7) Professional Profile Photo

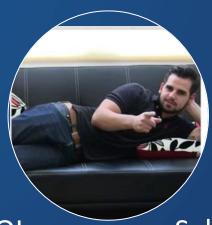
Yes! No!





Trinidad and Tobago · 500+ connections · Contact info





SalesAcademy.ca

8) Uses Rich Media

Experience



Regional Sales Manager

Summit Truck Bodies

Feb 2014 – Present · 7 yrs 3 mos Texas



Regional Sales Representative

Summit Truck Body Inc

Jan 2014 – Present · 7 yrs 4 mos

Texas and Oklahoma

Summit Truck Bodies supplies service bodies to the field service industry, delivering the peace of mind that comes from confidence and reliability. Each one of our bodies is designand built to your specifications to ensure complete satisfaction, with guaranteed usability longevity. Our proven body mount system ensures body rigidity, strength and safety. Service packs and frames that we have sold are, in many cases, later transferred to chassis after chassis, outlasting them with superior durability and strength. When you buy a Summit Truck Body, you are getting factory direct, so the savings are passed on to you.

I want the opportunity to put my experience to work for you. We provide the truck that BEST meets your needs. Currently stocking: Ford, Dodge, Freightliner, Kenworth, Westernstar and Peterbilt chassis's

see less



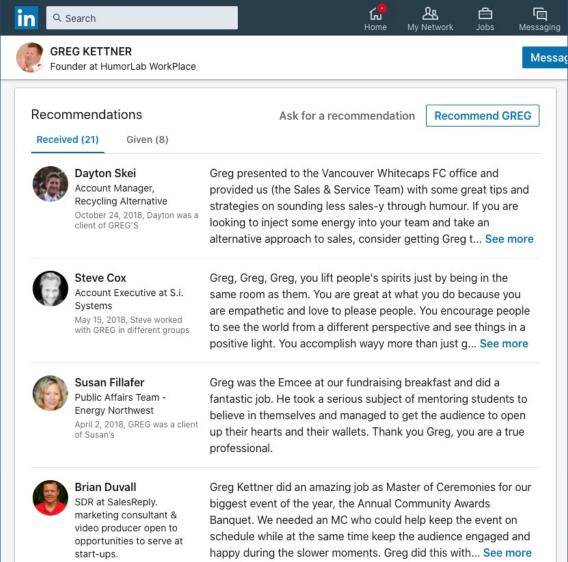


(Previous Next)

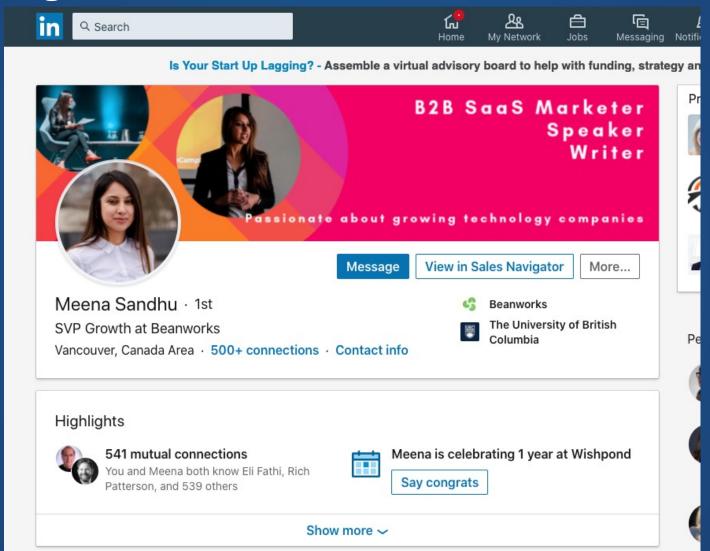
Ty in blue with a 10K Crane, Our most popular non CDL truck body

'ar model, the 8 Series can handle any job. Its rugged 11' foot body supports up a crane support for your safety. Constructed of 10 gauge galvannealed so of trouble-free service. The standard service pack height in

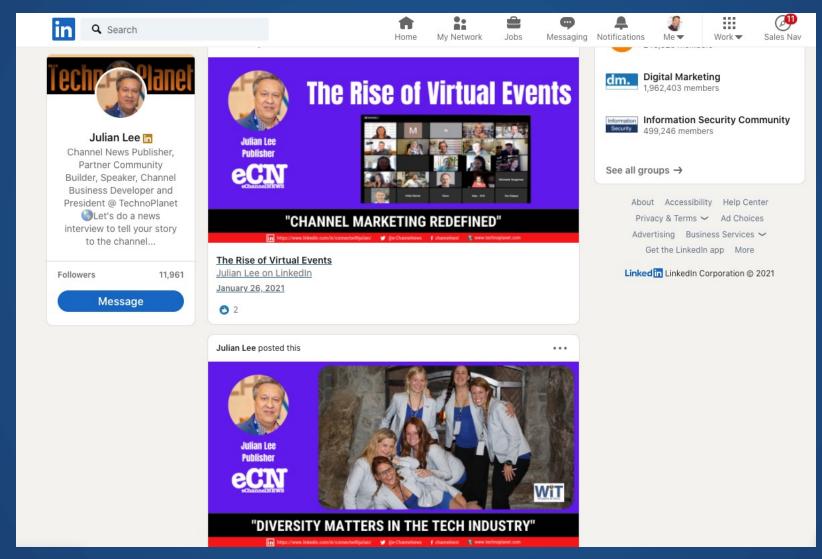
8) Numerous Recommendations



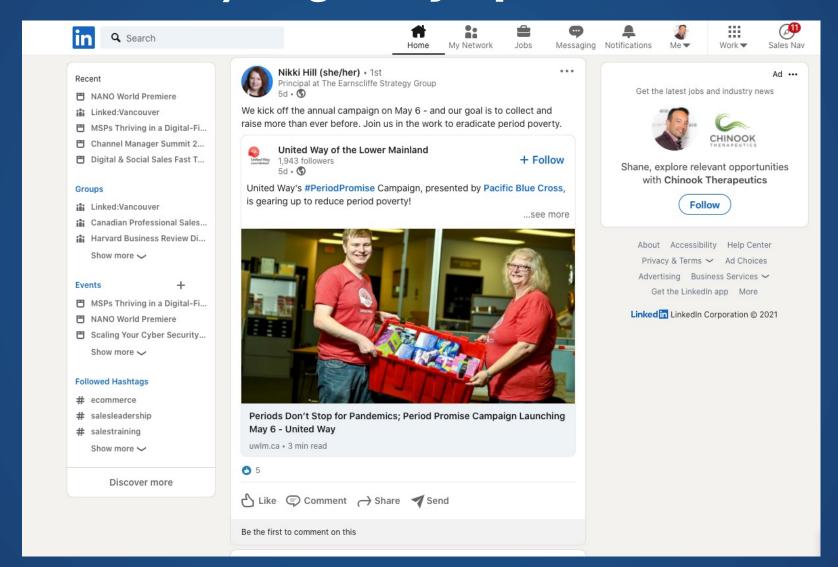
9) Significant Number of Connections

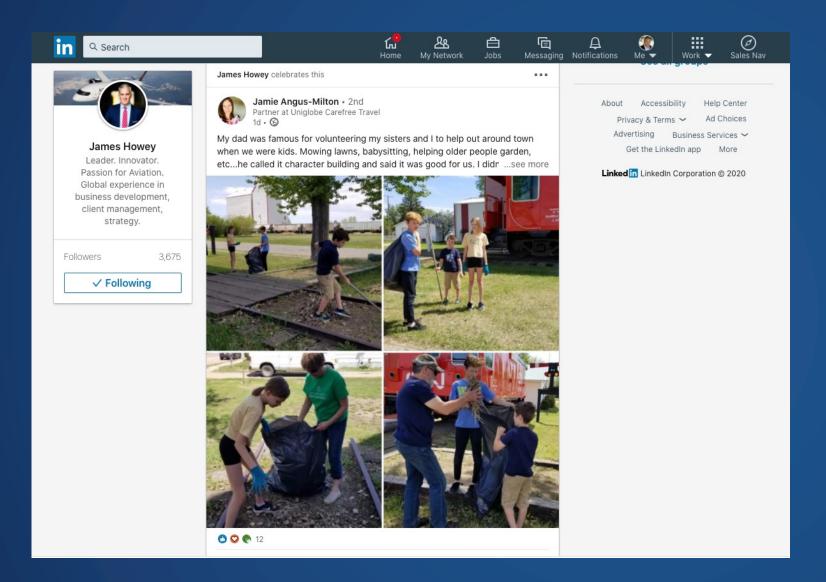


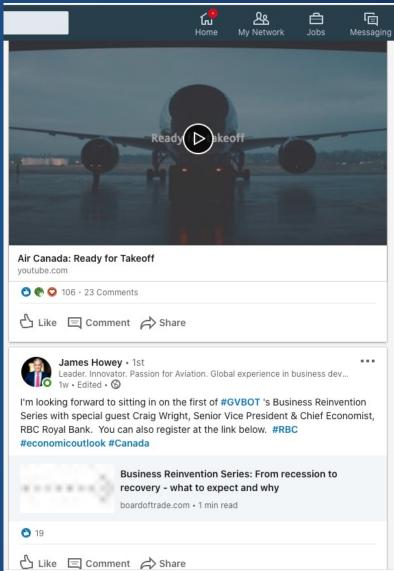
10) LinkedIn Articles Published

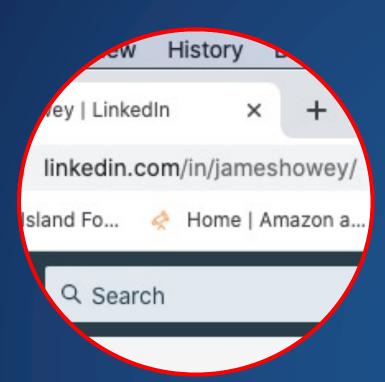


11) Regularly Updates

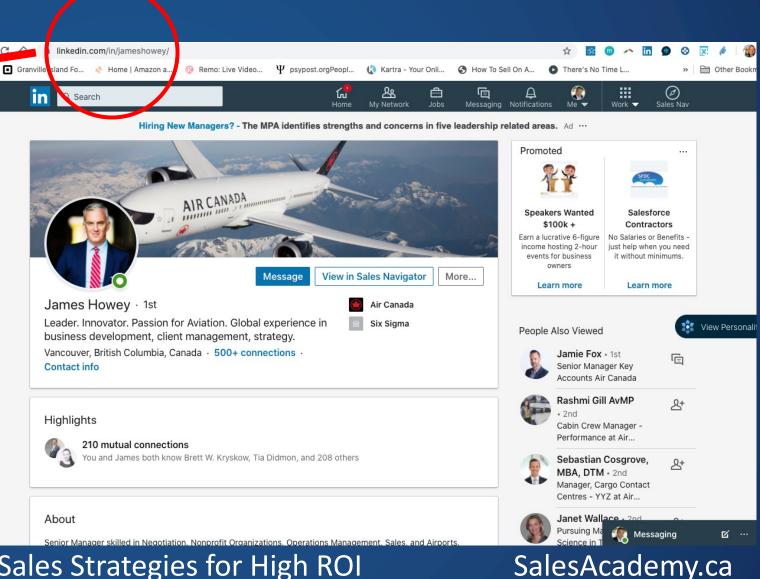




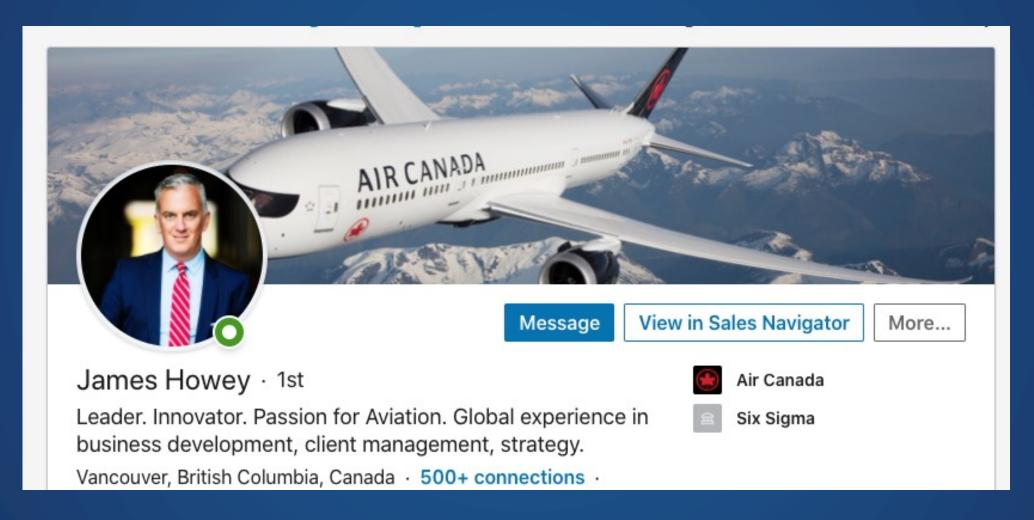




12) Custom Url!



13) Custom Header













Message

View in Sales Navigator

More...

Julian Lee · 1st in

Channel News Publisher, Partner Community Builder, Speaker and President @ TechnoPlanet

Toronto, Canada Area · 500+ connections · Contact info



TechnoPlanet



University of Toronto



Kenneth (KJ) Johnson · 2nd in

Regional Sales Manager at Summit Truck Bodies

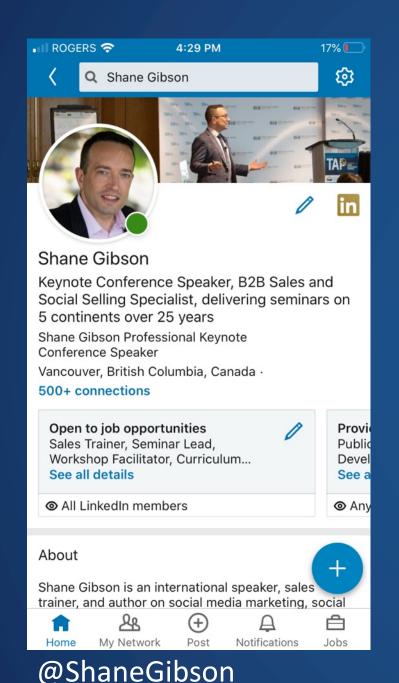
New Braunfels, Texas, United States · 500+ connections ·

Contact info





Long Beach State University



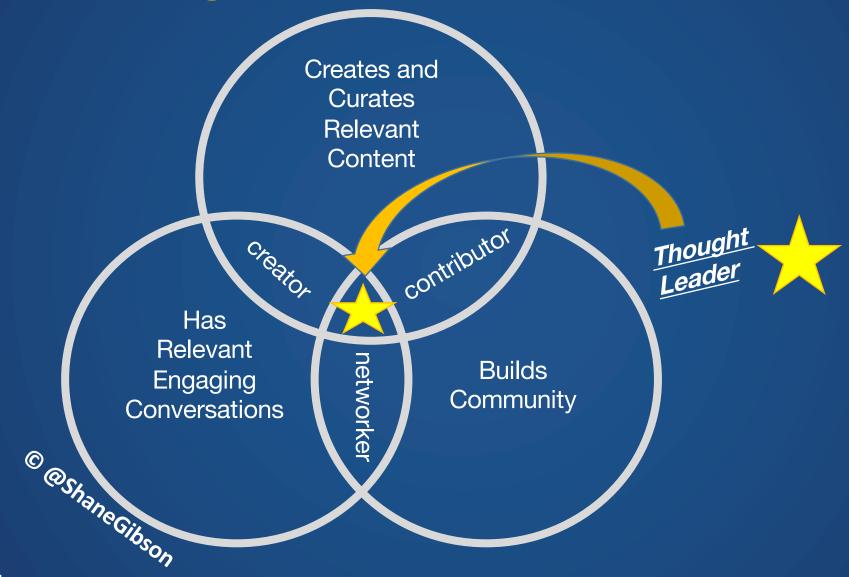


- >Ideal size is 1584 x 396 Pixels
- In mobile your photo covers more of the header

LinkedIn Profile Review

- Choose one break-out member
- Review their LinkedIn profile
- Identify 5 easy things they can do this week to improve their profile

Thought Leadership



It's not about you

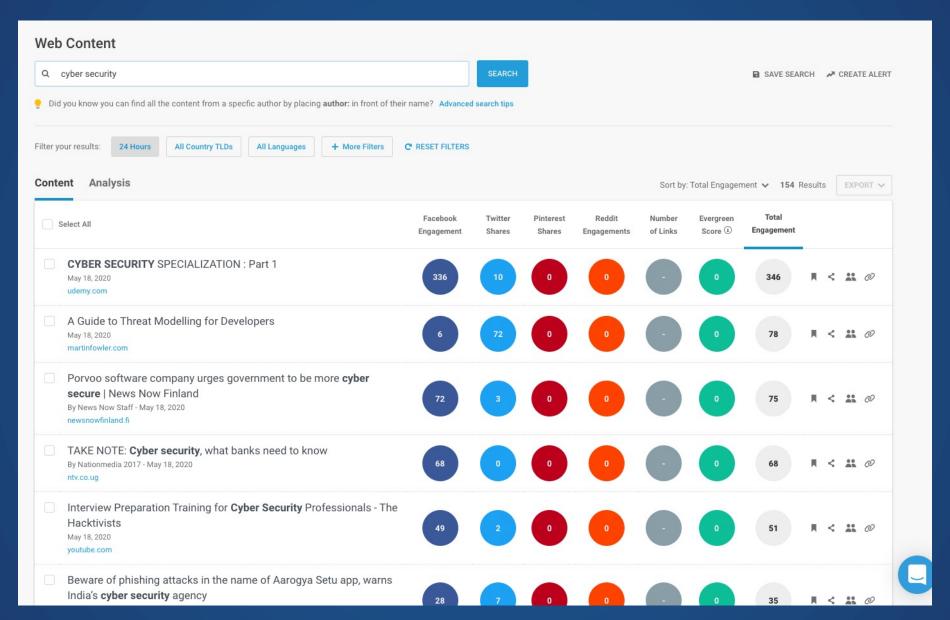
90% connection, contribution and community, 10% content and commerce.

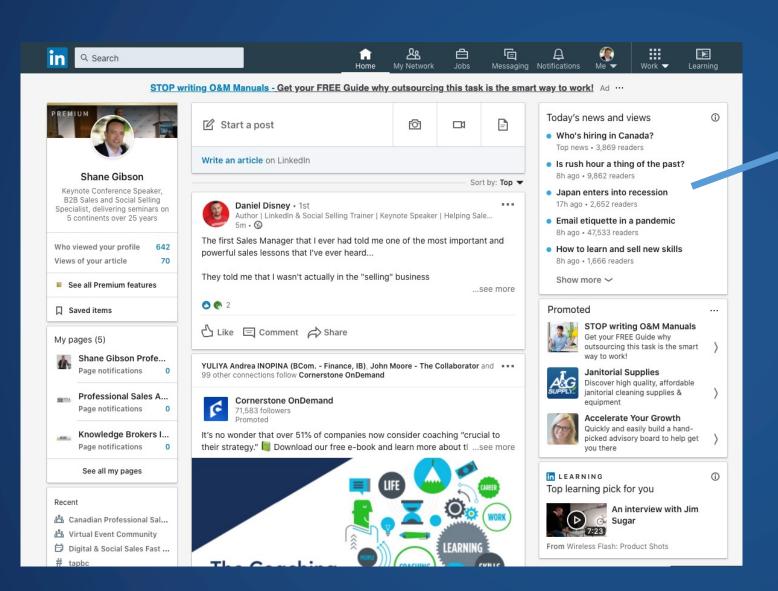
Good Social Content

- ✓ Is a pill
- √Solves a problem
- ✓ Helps people achieve their dreams/goals
- ✓ Promotes people's dreams/goals/business
- √ Connects people
- ✓ Creates community
- ✓ Provides community platforms
- ✓ Transparent

Curation Ideas

- Trending #tags & Industry #tags
- Client content from their social channels
- Industry or regional associations
- CEO Newsletters
- Trending local news
- Voice of customer
- Buzz Sumo
- Your favorite curators and experts





Today's news and views Who's hiring in Canada? Top news • 3,869 readers Is rush hour a thing of the past? 8h ago • 9,862 readers Japan enters into recession 17h ago • 2,652 readers Email etiquette in a pandemic 8h ago • 47,533 readers How to learn and sell new skills 8h ago • 1,666 readers

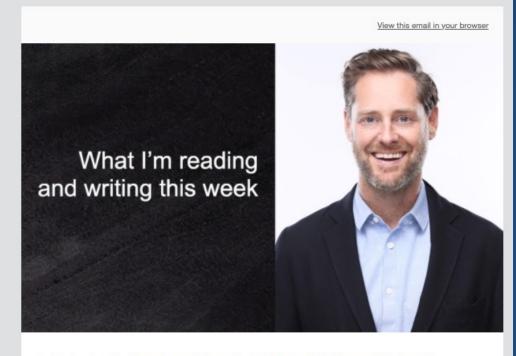
Show more ~





Ryan Holmes <ryan.holmes@invoker.ca>

to shane *



Quick shoutout to <u>@vancitymurf</u>, <u>@sagalbot</u>, <u>@ECaley</u>, <u>@TimTreacy</u>, <u>@dahowlett</u>, <u>@andrewjmullins</u> and everyone else who weighed in on last month's <u>Uber vs. Lyft poll!</u> If you're wondering: 62.7% of respondents used Uber most frequently, vs. 37.3% for Lyft.

So ... this Bloomberg guy can really meme! It's probably no coincidence that, as he's been climbing the polls, Michael Bloomberg has also been whipping up a frenzy on social media. He's putting big money into ads (around \$1 million/day on Facebook, five times more than Trump). But what impresses me as someone in this field is how savvy the 78

Content Formula

- Know your audience and nano-tribes
- Monitor, listen and learn
- Create and curate content online and offline that fulfils a need, solves a problem or helps someone achieve a goal.
- Use multiple platforms, profiles and media to expand reach

Nanotribe

- Business owners
- Who lack sales management experience
- Who run tech startups
- Have sales teams of at least 20 people
- That sell large, long sales cycle products and services
- In Toronto, Calgary, Vancouver and Montreal

Nanotribe

- Senior decision makers
- Construction companies or agencies
- With 3-5 active projects in our region
- Projects that are \$30 million +
- Are struggling with managing projects, human resources and trades remotely

Content Ideas

- What are their dreams?
- What are their personal and business goals?
- What's their biggest problem or roadblock?
- What's their biggest fear?
- What could make their life easier?
- What are the top questions they have about my business or industry?
- What are their passions or sources of interest?

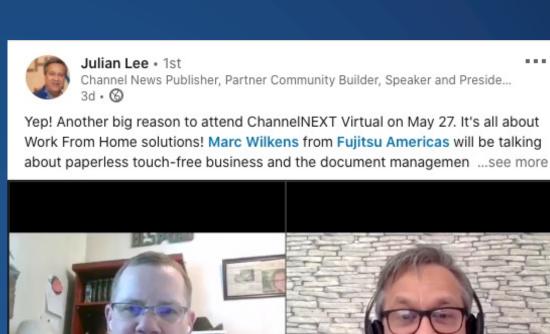
Content Ideas

- New developments (cool factor, fun, innovative, community focused, news)
- Your take on local news
- Video (Yours and Others)
- Webinars
- Transcribe Audio/Video

Content Ideas

- FAQ's
- Behind the scenes
- Industry insights / Infographics
- Round-ups (recent news/events)
- Interviews with local / regional influencers
- Customer success stories / content
- How-to's
- Top 10 Lists (People, Rules, Tips, Events, Places)





oin us on May 27th Register at www.channelnext.ca

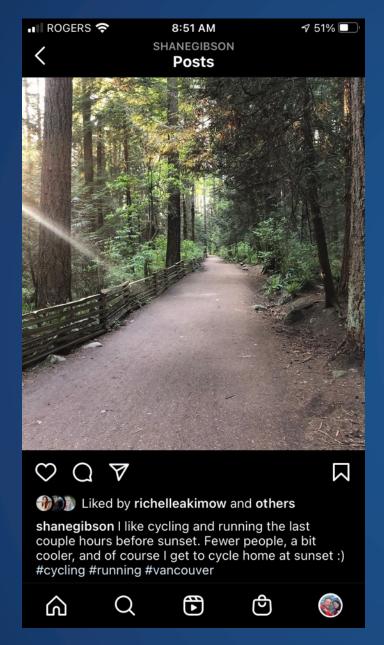


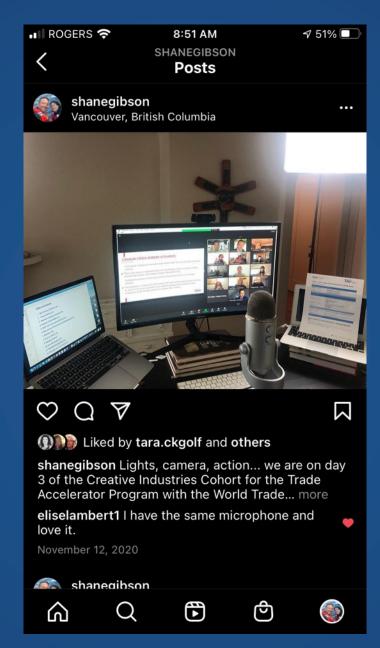






Be the first to comment on this

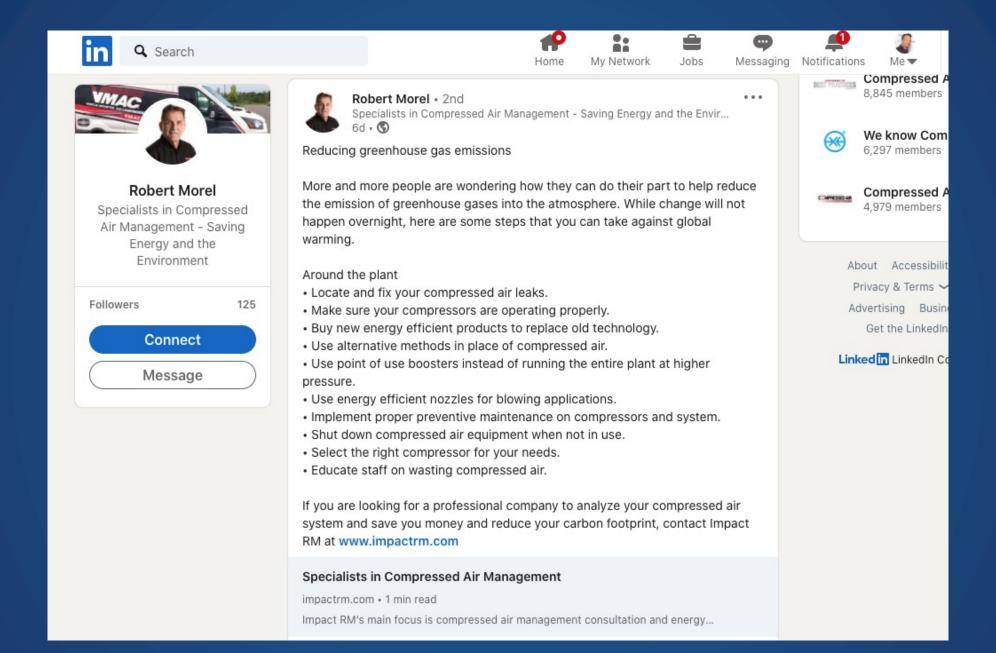






\$6000 Photo







Today, Greeks all over the world celebrate the Greek Revolution.

When I was young our Greek community would gather and march downtown city of Edmonton to city hall where we would raise the flag, take a moment of silence, and pay our tributes. The newspaper clipping/photo (attached) is me from 1987 proudly waving the flag taking part in one of these celebrations.

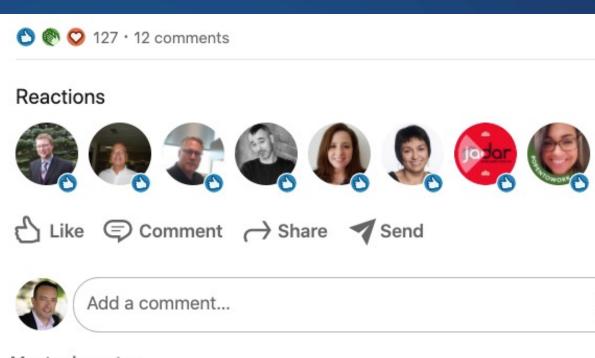
Due to covid, celebrations look different this year but Iconic landmarks in all corners of the world will be illuminated in blue and white in honor of the Greek people and their struggle for freedom 200 years ago.

In Edmonton, the high level bridge will also be lit Blue and White.

Proud to share this moment of history and proud of my heritage today and everyday.

#proud #yeg #greek #heritage #history #diversity #inclusion





Most relevant ▼



Norman Trottier • 2nd

Heavy equipment industry Digital Product owner. Specializing in quotin...

So awesome that you are confident in sharing your heritage and the things that are important to you because of it. In todays society there is so much fear to expose our heritage and the fact that our families have an immigrant story as well as history that we bring with us. I am always in awe of how well you handle that and celebrate your origin: ...see more

Like



Reply

ales Strategies for High ROI

SalesAcademy.ca

1w ...



Vineet Verghese • 1st

Manager Business Markets - Tri Cities, New Westminster & Ridge Meado... 5h · Edited · (3)

The Unsung Heroes: Celebrating some incredible women that my Mom has the pleasure of working with.

#RehobothHome #motivationmonday #grateful #proudson #volun ...see more



The Unsung Heroes

Vineet Verghese on LinkedIn

About 10 years ago, my mom retired and moved back to Chennai (India) from Dubai (U.A.E.)...





Like Comment Share





Vineet Verghese @Vineet_Verghese · Feb 15

Last week, Stephen Kamachi of RBC Dominion Securities invited several of our local market leaders and me to attend a talk by our HR Business Partner for NB, SK & NW ON, Laurie Cox, on the topic of 'Millennials In The Workplace'. Th...lnkd.in/gg2eSyi



Misunderstood generations: what Millennials and Gen Z actually think... Millennials and Gen Z have heard a lot about their work ethic and attitudes. Turns out they disagree with most of it. You might think ... @ zapier.com



Social Selling Calendar Templat	Social	Selling	Calendar	Templ	ate
---------------------------------	--------	---------	----------	-------	-----

Team Member: Month: Market(s):

Overall Theme & Goals for the Month:

Week 1	1	Week 2	1	Week 3	1	Week 4	,
	60 - 60		28		88 8		
	10.00		20 20		85 - 6		i i
	8 8		20 20		 R 3		i
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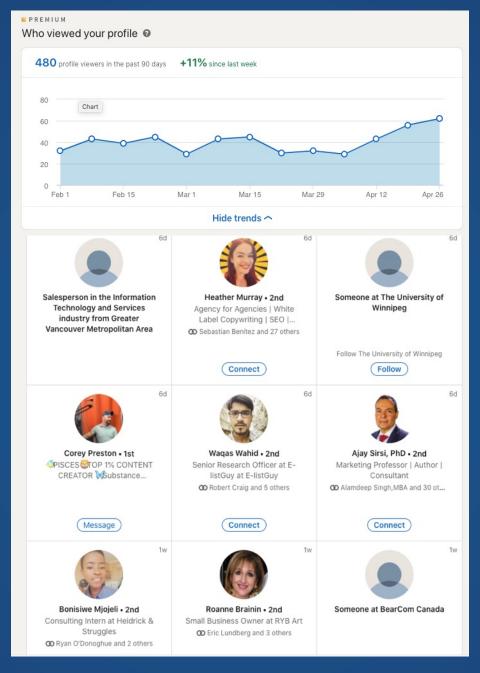
Social Media Calendar Template by Shane Gibson http://closingbigger.net

Proactive Prospecting

It's not inbound versus outbound it's context-bound.

Making connections

- Existing contacts
- Cross promote on social networks
- From conversations on LinkedIn posts
- LinkedIn group members
- Past webinar attendees
- From offline networks
- People who engage with your content or profile
- People you engage on their content (posts, tweets, stories, videos)



Cold outreach (soft-sell)

- Greeting
- Observation / acknowledgement (context)
- Request to connect (don't close)
- Thank-you
- Follow-up with help or a question (nonpitch)
- Suggest a call or Zoom meeting

Connecting

- Hi Fred
- I read your post about the long-term impacts of XYZ project and it was eye-opening.
- I wanted to connect and learn more about the initiative. I was thinking there may be some ways in the future for us to support you on this project.
- Looking forward to learning more. Have a great day – Dave Smith

2nd touch

- Hi Fred
- •I noticed the recent article in the Province about the project. I had a couple ideas on how we might be able to help you address the challenge of _____.
- Wait for reply
- Suggest a quick call or web meeting.



...

Harrison Kelly

Active now





Harrison Kelly · 1st

SEO & Content Consultant | Podcast Host | Networking Fanatic

TODAY



Harrison Kelly • 9:47 AM

Shane,

Thanks for accepting my invitation to connect! How are things holding up on your end through all of this craziness?

Looking forward to getting to know you better.

Thanks,

Harrison



Harrison Kelly • 9:47 AM

Shane,

Thanks for accepting my invitation to connect! How are things holding up on your end through all of this craziness?

Looking forward to getting to know you better.

Thanks,

Harrison



Shane Gibson • 5:06 PM

Hi Harrison!

Things are going well for me! We have launched several online programs and conferences and they're rocking:) How are things for you in the SEO business?

Cheers,

Shane



Harrison Kelly • 5:27 PM

That's awesome Shane! Thinking outside the box is key these days, glad you haven't let the hardships covid has presented hinder you too much.

So far so good! We've managed to land a few new clients, and besides one, our other existing clients are still going strong, so I've been busier than ever:)



Shane Gibson • 5:27 PM

That's awesome

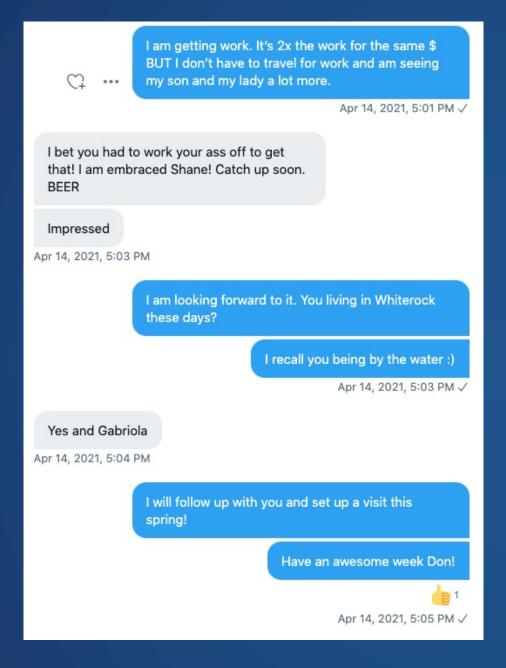
I think demand for digital services has increased significantly from what I have observed.

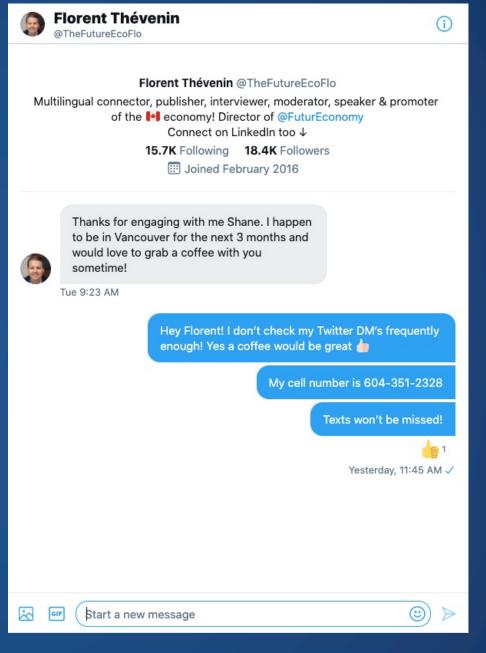


Harrison Kelly • 5:30 PM

For sure. A lot of our existing clients are in the real estate space, so there's obviously a lot of uncertainty about what the future holds. But, on the other hand, we've got a lot of experience working e-commerce and e-learning sites, so demand in those spaces has never been better!







"90% of corporate decisions makers won't respond to cold outreach"



Donna Alexander, Global Program Manager LinkedIn

in Sales Navigator



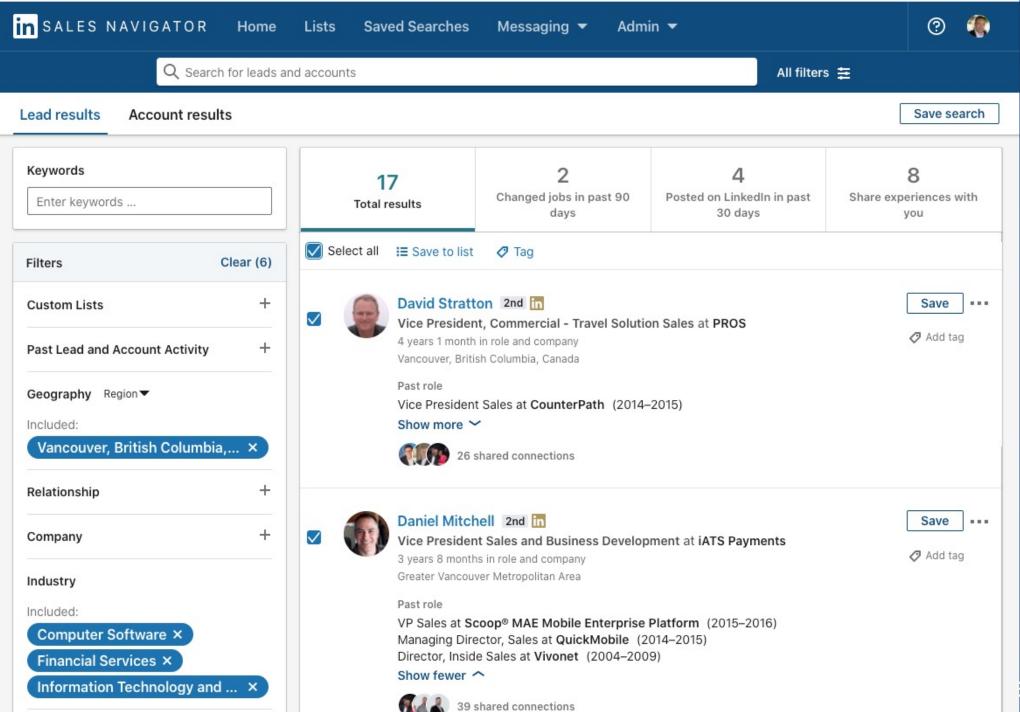
+18% more pipeline when using Sales Navigator to find customers



+7% higher win-rate when using Sales
Navigator to close deals

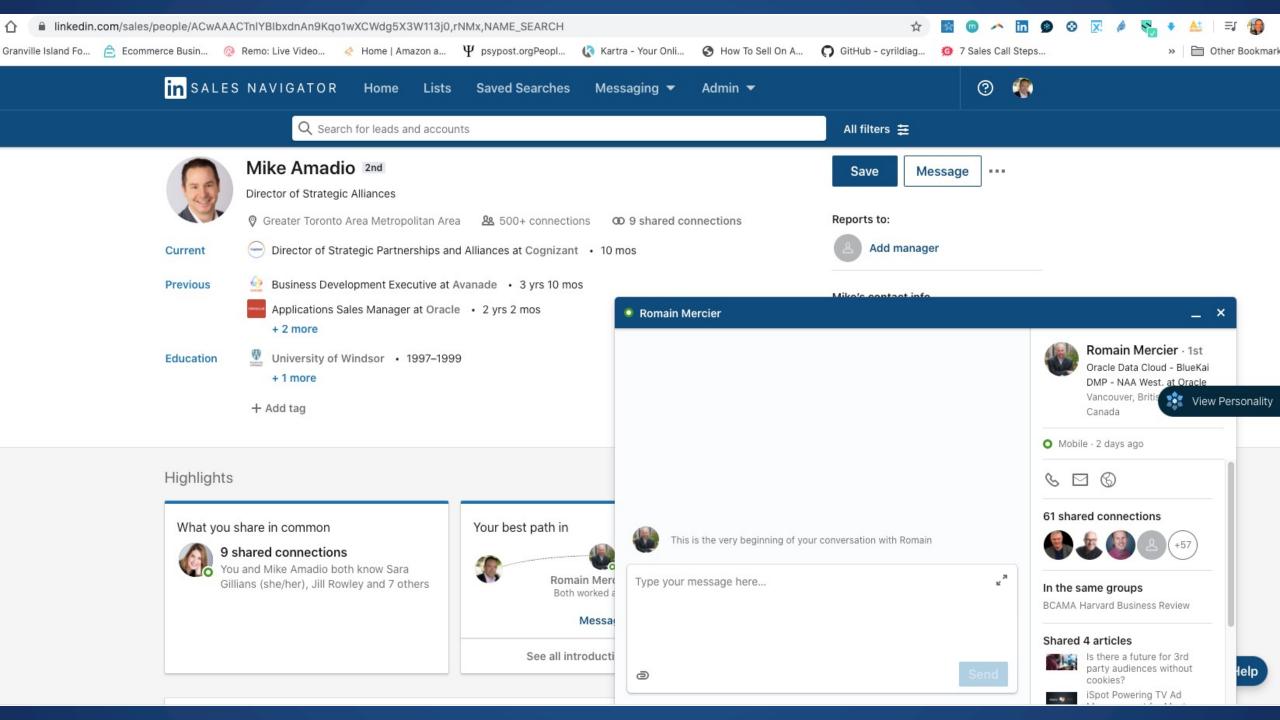


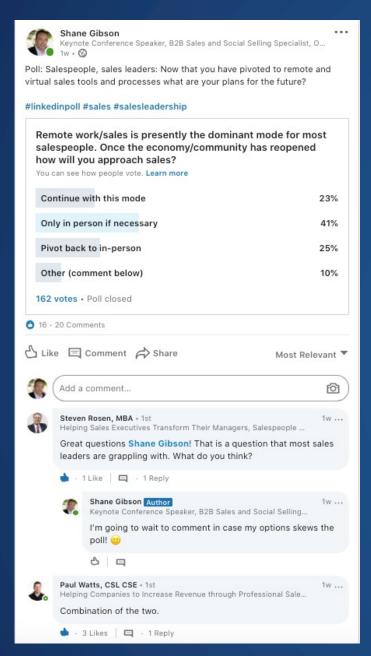
+33% larger deal sizes when using Sales Navigator to connect with decision makers



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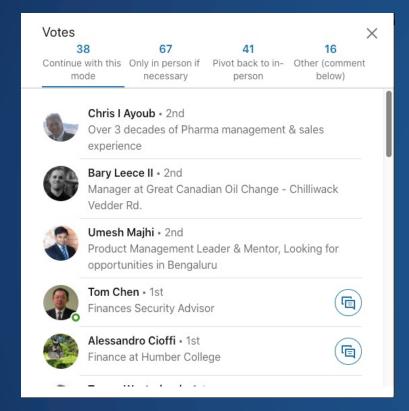


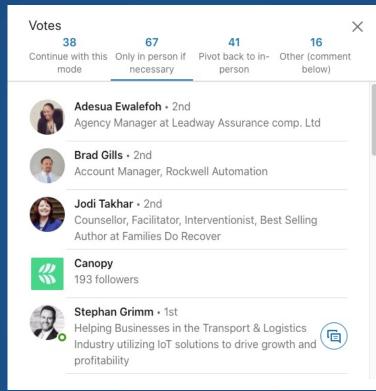
Remote work/sales is presently the dominant mode for most salespeople. Once the economy/community has reopened how will you approach sales?

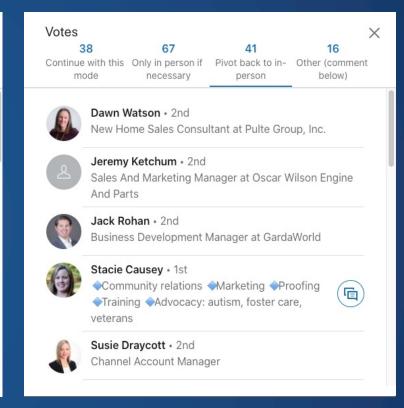
You can see how people vote. Learn more

162 votes • Poll closed

Continue with this mode	23%
Only in person if necessary	41%
Pivot back to in-person	25%
Other (comment below)	10%

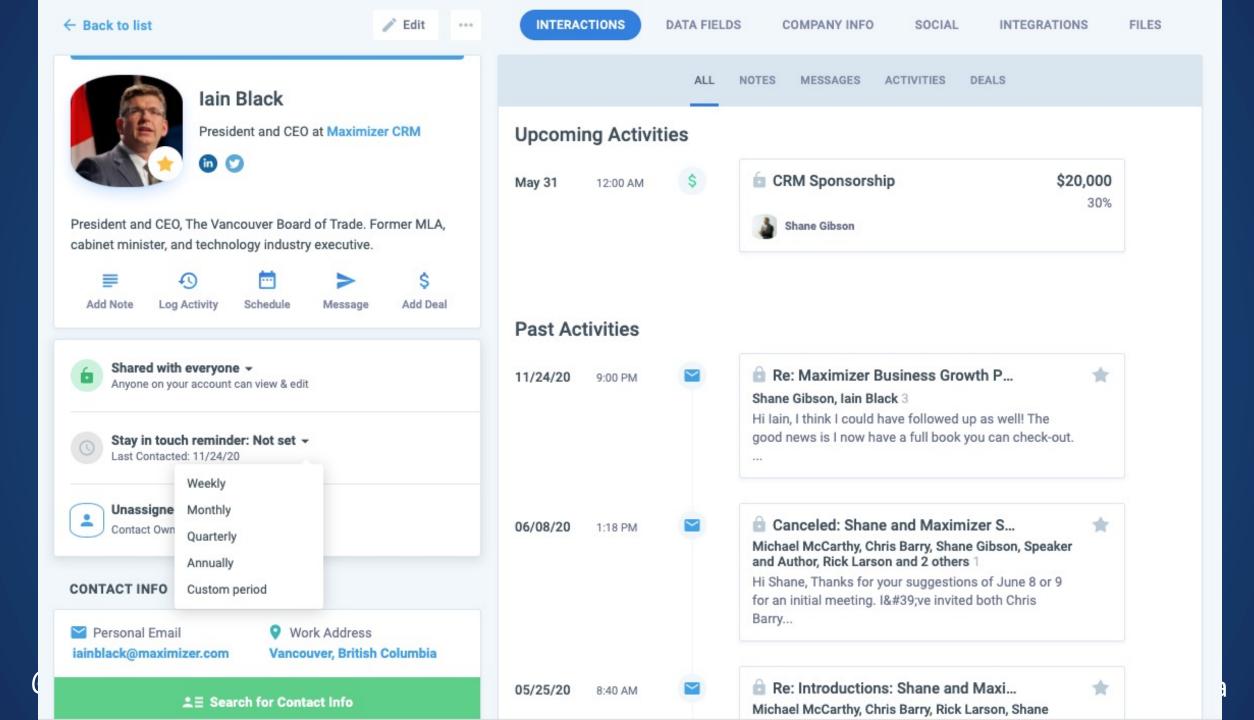




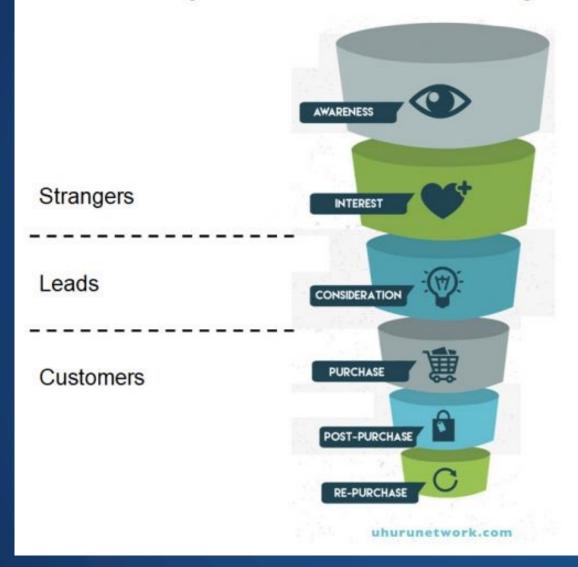


CRM

"Use Customer Relations Management tools like Nimble CRM, Dynamics or Sales Navigator. If used successfully your CRM tells you exactly where you are on your road to success. It also enables you to collaborate with your team and manage an infinitely larger number if relationships than previously possible."



Map Content to the Buyer's Journey



Blog posts, articles, guest posts, social media, presentations

White papers, ebooks, webinars, videos, checklists

Demos, case studies, pricing, comparisons, product sheets

Training, doco, webinars, videos, user guides, customer events, newsletters

Credit: *Mary Ade Highspot*

12 Social Selling Daily KPI's

- 1. Check for signals
- 2. Visit "top client / top prospect" profiles for opportunities.
- 3. Look for trigger/life events
- 4. Thank / follow-back / connect
- 5. Add offline connections and cross-platform connections
- 6. Curate or create 1-2 pieces of great content daily.
- 7. Ask for introductions
- 8. Do something community focused give back
- 9. Engage with key influencers
- 10. Send content to key accounts for lead nurturing
- 11. Pro-actively reach out to new prospects with context daily
- 12. Get Sociable! Daily

Homework / Action Steps



Google

Google yourself, identify what you need to improve your social graph. Set a goal for what profiles you want ranking in the top 10.



Get Discoverable

Activate key social media profiles.

Amp up your social profiles.

Find ways to contribute and engage online that gets you noticed by your key nanotribes.



Curate and Create

Put a curation and creation plan together.

Keep in manageable and laser focused on helping and resonating with your nanotribes.



Build Community

Take time daily to expand your reach/network.

Create and share content that brings people together.

Take time to have conversations that build rapport and genuine connection.