

VIRTUAL SELLING DO'S AND DON'TS



VICTOR ANTONIO'S TIP SHEET

DO'S

- *Have adequate lighting (i.e., face a window)*
- *Have adequate internet speed*
- *Camera position should be at eye-level*
- *Taking notes 'still' matters virtually*
- *Master screen-sharing (practice)*
- *Use a company mug to sip coffee, tea or water*
- *Wear a collared shirt (be ready for any meeting)*
- *Set a brief 3-point agenda upfront*
- *Mind your background; look pro*
- *Use a high quality microphone*
- *Use Bluetooth earbuds/hearing device (no echo)*
- *Ask for permission to record the session*
- *Offer client a copy of the recording*
- *Review recording for your own 'training' purposes*
- *Ask co-workers for feedback on audio/video quality*
- *Clear your screen's desktop so when you share they don't see a mess of files*
- *Jump on 5 minutes early to check your video/audio*

DON'TS

- *Do Not look like you just rolled out of bed*
- *Do Not eat, chew gum or guzzle beverages. If you MUST, turn off your video and mute your audio*
- *Do Not wear hats or t-shirts of any kind*
- *Do Not let your eyes wander around the room when you're not speaking. People will wonder what you're doing*
- *Do Not have a cluttered background; it's detracts and distracts*
- *Do Not have your pet with you or barking in the background*
- *Do Not wear pilot headset with mic; cause feedback and doesn't look pro*
- *Do Not show ceiling; If you can see your camera angle is off*
- ***Do Not get off that call without 'advancing' the sale***

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