



Attendee Chat Log – June 2, 2020

Mike Kamperschroer (to All): 1:13 PM

Tell me more about virtual demos.

Mike Kamperschroer (to All): 1:14 PM

Interested in how you use data, samples etc. in virtual demos.

Gary Smith (to All): 1:18 PM

I feel it lowers the effectiveness of giving a sample when it isn't hand delivered

Lori Bruno (to All): 1:19 PM

I agree Gary....I prefer we hand off our samples directly to the customer. And if given to a distributor, we go on the call with them to customer.

Pete Thomas (to All): 1:19 PM

We have been scheduling "parking lot" meetings to hand off samples and brief discussions.

Rick Dale (to All): 1:21 PM

Gary - I really try to get a "face to mask" chat with any customer I'm delivering samples to. The results have been in customer's parking lots, but they're still happening.

Gary Smith (to All): 1:25 PM

It makes the best impression possible when the customer can see the rep is directly interested in getting his best interest handled.

Byron Holloway (to All): 1:25 PM

Just present them like Vanna White

Lori Bruno (to All): 1:32 PM

How do you get more followers to your company's LinkedIn page?

Bruce Scoggin (to All): 1:32 PM

personal account

Jani Duffy (to All): 1:36 PM

With all of the virtual trainings our Distributors and Reps are having to participate in, have you made any changes to your presentation style to keep their attention? Do you have any fun ideas you can share to make the virtual trainings more fun and interactive (depending on the size of the audience).

Byron Holloway (to All): 1:40 PM

My favorite closer is who else may want to see this in your company. Or who else should I be talking to

Chuck Tanzola (to All): 1:41 PM

Instead of being fearful of being less effective, I find myself being challenged to be more effective using a new methodology - does anybody else feel this?

Walter Koop (to All): 1:41 PM

I found that there was a very profound comment in one of the previous water cooler calls. It is easy to maintain relationship via video but it is very difficult to start one. Maybe that is where Facebook comes into the picture?

Chuck Tanzola (to All): 1:43 PM

Walter Koop - I agree - that was profound.

Gary Smith (to All): 1:45 PM

In my opinion it's more important than ever to make a Video call a two way interaction so all parties feel value for being on the call and not just a use of time for a lecture. We always open a video call with questions about how they're holding up and handling these difficult times. Even humor opens up introverts to speak up.

Seamus Dolan (to All): 1:45 PM

Does ERA still plan on being present at Electronica in Munich?

Walter Tobin (to All): 1:45 PM

no electronica

Tobi Cornell (to All): 1:45 PM

I have found manufacturers and distributors very open to using the video feature during calls, but I've noticed that customers are more reluctant to show their face on the video when they attend the webex calls. Is anyone else experiencing this?

Chuck Tanzola (to All): 1:45 PM

Seamus - I believe we have decided not to participate in electronica this year.

Rick Dale (to All): 1:46 PM

Has anyone tried to do a larger scale customer presentation on a web based meeting. Like a Lunch & Learn? If so, what was your experience?

Robert Giudicianni (to All): 1:47 PM

I have found customers very open to video chats. Some have really embraced the video. We can demo.... they can show their test units, etc.

Jim Moore (to All): 1:47 PM

Some people don't have cameras on their computers and there are limitations on videos.

Rick Kimball (to All): 1:48 PM

Feedback seems like upon the re-opening customers will initially rush to have face to face meeting; then go to mix with video