



MICHELLE FOLLETTE

Examiner
DISC Type : cs

Vice President Customer Operations at NV Energy
Las Vegas, Nevada, United States

Overview

Michelle has no verified overview

👉 Personality Overview

Status Quo Seeker
Unexpressive
Late Adopter

They are thorough and always follow a systematic approach. They are heavily focused on quality and prefer doing things the right way, even if it takes time. They do not like taking risks at all and go for proven options in the end.

👉 Topics They Care About

Michelle has no verified topics they care about

Media Appearances

Michelle has no verified media appearances

Work History

- 4-2014 - 1-2021
Vice President Customer Operations at NV Energy
- 1995 - 4-2014
Director, Customer Services at PacifiCorp
- 1990 - 1995
Sales Management-Performance Contracting at Johnson Controls

Education

- 1983 - 1985
Masters of Business Administration from Westminster University
- 1979 - 1983
Bachelor's degree from Weber State University

More Information

Social Presence :



Prographics :

Exp : **31** Location : **Las Vegas, Nevada, United States** Job Level : **N/A**

Designation : **Vice President Customer Operations at NV Energy**

Insights For Selling To Michelle

👉 During A Call Or A Meeting

DO's

- Expect them to be slow and cautious, encourage them to ask more questions
- Ask them which other stakeholders would be important for this purchase decision
- Be firm in your communication and stay in control

DONT's

- Don't push them too hard to make fast decisions, give them time
- Don't rely on relationship building even if they act pleasantly
- Don't use phrases like 'do not worry', 'i promise' etc.

👉 When Cold Calling

Insights

Pattern Interrupt: Speaking in a slightly hesitant manner, and seeking their permission at the start through a negation can get you a chance.

Pace: Speak slightly fast, especially if you tend to be calm and confident. Sound like a 'knows their domain' person.

Tone: Keep your tone slightly apprehensive, as if you are a little unsure about calling them.

Tactics To Win: Use of negations, giving full information

Mistakes To Avoid: Use of superlatives, overusing social proof

Making The Ask: Use negations, it is extra effective with them. It gives them a chance to say no, they like doing that.

Subconscious Driver: They believe they know a lot, so it needs to make sense as well as make them curious. They need to think that it is something worth investigation.

Script

Greeting: Hi Michelle, this is [user_fname] at [user_companynamewordstwowords].

Opener: You probably don't want to be on this cold call, would it be a problem if I asked for 30 seconds of your time?

Introduction: My company has leveraged 30+ years of research to build an AI that can predict anyone's personality, behavior and decision-making style before you even spend a minute with them.

Ask: Companies like [abc], [xyz] have been able to move [KPI1] by X% and [KPI2] by Y%. Would it be too much to put 15 minutes on your calendar to share why this could be high ROI for you?

Close: Can I suggest [time1] on [date1]? Or would you prefer any other slots? And [prospect_email] would be the right email ID for you?

👉 When Writing An Email

Subject: Precise

Example: Measurable results', '6.2% more sales' etc.

Salutation: Yes (Something formal)

Example: Use 'Hi' (along with the first name)

Greeting: Yes (Say something formal/usual)

Example: Use standard lines, like 'I hope that you are doing well' etc.

Emojis/GIFs:

Bullet Points: Recommended

Closing Line: Logically summarize/ask

Example: Something like 'If these points make it clear, shall we speak tomorrow at 11am?'

Complimentary Close: Formal

Example: Something simple like 'Thanks', 'Regards' etc.

Tone of Words: Objective, informational

Overall Messaging: Focused on removing doubts

Length of Mail: Medium

Example: Ideally upto 120-130 words

👉 While Negotiating & Closing

The secret to closing fast with Michelle is

- *Adoption by others is very important to them, followed by confidence in ROI.*

Will you ever get a clear answer from Michelle

- *They don't say no often, they push out the decisions or keep going around in circles.*

Insights For Deal Planning

How Fast (Or Slow) Will Michelle Move?

- *They don't like to hasten, so their speed of decision-making may be slow.*

Can Michelle Take Some Risk Or Not?

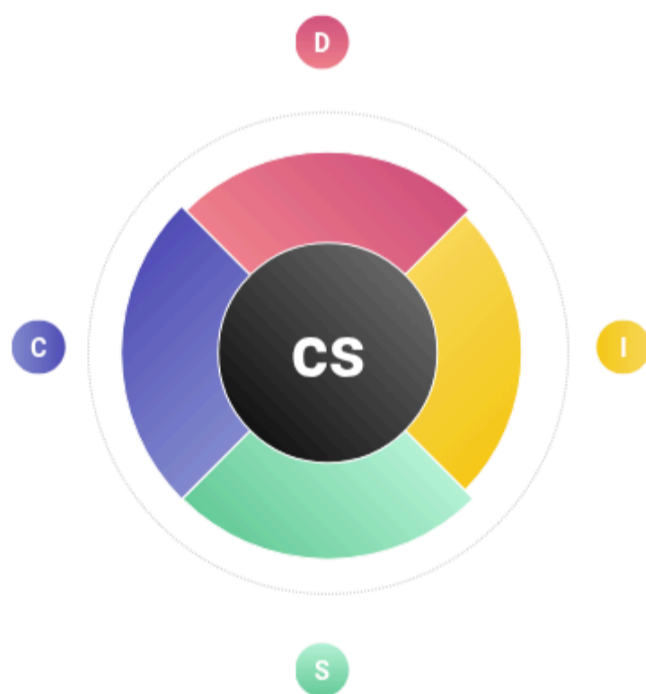
- *They have little willingness to take risks, and prefer making calculated decisions.*

You And Michelle

Personality Compatibility

Not enough data to show compatibility comparison

DISC Profile : Michelle's Key Traits



CALCULATIVENESS

Calculativeness(C) reflects the degree to which a person is likely to be cautious, systematic and analytical. Those scoring high tend to emphasise quality and accuracy, enjoy showing off their expertise or challenging assumptions but can sometimes overanalyze things and be overcritical.

STEADINESS

Steadiness(S) reflects the degree to which a person is likely to focus on cooperation, support and taking everyone along. Those scoring high tend to be consistent and calm, are excited about the opportunity to collaborate and partner and could sometimes be indecisive or overly accommodating.