

STUDENT WARNING: This course syllabus is from a previous semester archive and serves only as a preparatory reference. Please use this syllabus as a reference only until the professor opens the classroom and you have access to the updated course syllabus. Please do NOT purchase any books or start any work based on this syllabus; this syllabus may NOT be the one that your individual instructor uses for a course that has not yet started. If you need to verify course textbooks, please refer to the online course description through your student portal. This syllabus is proprietary material of APUS.

American Public University System

The Ultimate Advantage is an Educated Mind

School of Business

MKTG301

Principles of Sales

3 Credit Hours

8-Weeks

Prerequisite(s): None

Please see the **Lessons** area in the classroom for additional course specific information

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Course Description (Catalog)

This course explores the principles of selling in various situations encountered in interpersonal interactions. Effective and ineffective sales methods for both person to person and group selling are studied in order to increase the understanding of the sales process. (Note to Students: The course materials, assignments, learning outcomes, and expectations in this upper level undergraduate course assume that the student has completed all lower level general education and career planning coursework necessary to develop research, writing, and critical thinking skills. Students who have not fulfilled all general education requirements through courses or awarded transfer credit should strongly consider completing these requirements prior to registering for this course.)

Course Scope

“Principles of Sales” MKTG 301 provides students with comprehensive coverage of a contemporary professional selling in an interesting and challenging manner. The objective is achieved by integrating recent sales research with leading personnel sales practices. The major professional selling topics are addressed by introducing students to effective sales management practices and preparing students and professionals to deal with sales management teamwork, leadership and technology.

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Course Materials

Book Title: Professional Selling - A Trust - Based Approach, 4th Edition

Author(s): Thomas N. Ingram, Raymond W. LaForge, Ramon A. Avila, Charles H. Schwepker, and Michael R. Williams.

Publisher: Hartcourt College Publishers

ISBN: 978-0-324-53809-0

Course Objectives

1. Describe the evolution of personal selling from ancient times to the modern era.
2. Explain the importance of trust.
3. Categorize the primary types of buyers.
4. Explain the importance of collaborative, two-way communication in personal selling.
5. Explain strategic prospecting.
6. Discuss the different types of sales presentations and what goes into their planning.
7. Describe the difference between features, potential benefits, and confirmed benefits and the role they play in benefits selling.
8. Explain why it is important to anticipate and overcome buyer concerns and resistance.
9. Describe the five sequential steps of self-leadership.
10. Explain how to follow up to assess customer satisfaction

Course Outline

Week	Topic(s)	Course Objective(s)
1	Overview of Personnel Selling	CO-1 - Describe the evolution of personal selling from ancient times to the modern era.
2	Building Trust and Sales Ethics	CO-2 - Explain the importance of trust.
3	Understanding Buyers and Communication Skills	CO-3 -Categorize the primary types of buyers. CO-4 - Explain the importance of collaborative, two-way communication in personal selling.
4	Strategic Prospecting and Preparing for Sales Dialogue	CO-5 - Explain strategic prospecting.

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5	Planning Sales Dialogues and Creating Value	<p>CO-6 - Discuss the different types of sales presentations and what goes into their planning.</p> <p>CO-7 - Describe the difference between features, potential benefits, and confirmed benefits and the role they play in benefits selling.</p>
6	Addressing Concerns and Earning	<p>CO-8 - Explain why it is important to anticipate and overcome buyer concerns and resistance.</p>
7	Adding Value: Self-Leadership and Teamwork	<p>CO-9 - Describe the five sequential steps of self-leadership</p>
8	Expanding Customer Relationships	<p>CO-10 - Explain how to follow up to assess customer satisfaction</p>

Course Delivery Method

This course delivered via distance learning will enable students to complete academic work in a flexible manner, completely online. Course materials and access to an online learning management system will be made available to each student. Online assignments are due by Sunday evening of the week as noted and include Forum questions (accomplished in groups through a threaded forum), examination, and individual assignments submitted for review by the Faculty Member). Assigned faculty will support the students throughout this eight-week course.

Policies

Please see the [Student Handbook](#) to reference all University policies. Quick links to frequently asked question about policies are listed below.

[Drop/Withdrawal Policy](#)

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[Plagiarism Policy](#)

[Extension Process and Policy](#)

[Disability Accommodations](#)

Grading Scale

Please see the [Student Handbook](#) to reference the University's [grading scale](#).

Citation and Reference Style

Attention Please: Students will follow the APA Format as the sole citation and reference style used in written work submitted as part of coursework to the University. Assignments completed in a narrative essay or composition format must follow the citation style cited in the APA Format.

Late Assignments

Students are expected to submit classroom assignments by the posted due date and to complete the course according to the published class schedule. The due date for each assignment is listed under each Assignment. As adults, students, and working professionals, I understand you must manage competing demands on your time. We all know that "life happens" but it is important to adhere as closely to the deadlines in the class as possible.

Should you need additional time to complete an assignment, please contact me before the due date so we can discuss the situation and determine an acceptable resolution. If arrangements are not made in advance, a late penalty of 10% will be assessed for any assignment submitted 1-7 days past the due date. Assignments will not be accepted after the 7th day. No work will be accepted past the final day of class.

Netiquette

Online universities promote the advancement of knowledge through positive and constructive debate – both inside and outside the classroom. Forums on the Internet, however, can occasionally degenerate into needless insults and "flaming." Such activity and the loss of good manners are not acceptable in a university setting – basic academic rules of good behavior and proper "Netiquette" must persist. Remember that you are in a place for the rewards and excitement of learning which does not include descent to personal attacks or student attempts to stifle the Forum of others.

- **Technology Limitations:** While you should feel free to explore the full-range of creative composition in your formal papers, keep e-mail layouts simple. The Sakai classroom may not fully support MIME or HTML encoded messages, which means that bold face, italics, underlining, and a variety of color-coding or other visual effects will not translate in your e-mail messages.
- **Humor Note:** Despite the best of intentions, jokes and especially satire can easily get lost or taken seriously. If you feel the need for humor, you may wish to add "emoticons" to help alert your readers: ;-), :),

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Disclaimer Statement

Course content may vary from the outline to meet the needs of this particular group.

Academic Services

The Online Library is available to enrolled students and faculty from inside the electronic campus. This is your starting point for access to online books, subscription periodicals, and Web resources that are designed to support your classes and generally not available through search engines on the open Web. In addition, the Online Library provides access to special learning resources, which the University has contracted to assist with your studies. Questions can be directed to librarian@apus.edu.

- **Charles Town Library and Inter Library Loan:** The University maintains a special library with a limited number of supporting volumes, collection of our professors' publication, and services to search and borrow research books and articles from other libraries.
- **Electronic Books:** You can use the online library to uncover and download over 50,000 titles, which have been scanned and made available in electronic format.
- **Electronic Journals:** The University provides access to over 12,000 journals, which are available in electronic form and only through limited subscription services.
- **Tutor.com:** AMU and APU Civilian & Coast Guard students are eligible for 10 free hours of tutoring provided by APUS. [Tutor.com](http://tutor.com) connects you with a professional tutor online 24/7 to provide help with assignments, studying, test prep, resume writing, and more. Tutor.com is tutoring the way it was meant to be. You get expert tutoring whenever you need help, and you work one-to-one with your tutor in your online classroom on your specific problem until it is done.
- **Disability Accommodations:** Students are encouraged email dsa@apus.edu to discuss potential academic accommodations and begin the review process.

Request a Library Guide for your course (<http://apus.libguides.com/index.php>)

The AMU/APU Library Guides provide access to collections of trusted sites on the Open Web and licensed resources on the Deep Web. The following are specially tailored for academic research at APUS:

- Program Portals contain topical and methodological resources to help launch general research in the degree program. To locate, search by department name, or navigate by school.
- Course Lib-Guides narrow the focus to relevant resources for the corresponding course. To locate, search by class code (e.g., SOCI111), or classname.

If a guide you need is not available yet, please email the APUS Library: librarian@apus.edu.

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Faculty may require assignments be submitted to Turnitin.com. Turnitin.com will analyze a paper and report instances of potential plagiarism for the student to edit before submitting it for a grade. In some cases professors may require students to use Turnitin.com. This is automatically processed through the Assignments area of the course.