

By addressing the first three critical exhibiting success factors, you are well on your way to a successful exhibiting experience. Don't stop now, because there are two more factors to getting a financial return on your exhibiting investment.

CRITICAL SUCCESS FACTOR #4: MANAGE YOUR LEADS

If you're not writing orders or signing contracts at the show, and you expect to achieve a return on your exhibiting investment, it's critically important to understand that leads are the REAL product of the show.

At the top level, a lead can be defined as *"anybody you interact with in the exhibit and around the event that requires follow-up on your part, and that follow-up delivers value for your company"*.

The key to generating QUALITY leads is to make sure that each lead includes four critical factors:

- ✓ Somebody from your company personally interacted with the person
- ✓ Key qualifying questions were asked
- ✓ Answers were captured or documented
- ✓ A next step was **identified** and **agreed** upon by the visitor

1. **Get together with your sales team and ask, "What information should we capture to help us better qualify and value the lead?"**
 - Typical information areas might include: email address, product interest & level of interest, buying role and/or influence, evaluation and/or decision team, competitors buying from or looking at, purchase timeframe or season, next action step, other?
2. **Organize this information into the natural flow of conversation and create a lead qualification and capture device.** Whether you use a paper form, or you rent and customize the show lead retrieval system, this will make a big difference in the quality of information you capture.
 - Sample paper lead form:

The image shows a sample paper lead form with several sections. Red arrows point from labels on the right to specific parts of the form:

- Contact information: Points to the Name, Company, Direct Phone, and E-mail fields.
- Relationship with company: Points to the "Customer", "Prospect", "Suspect", and "Other?" radio button options.
- Marketing recon: Points to questions 1, 2, 3, and 4 regarding learning about the exhibit, company type, job function, and product service.
- Situational questions: Points to question 5 about goals and problems.
- Area of interest: Points to the "Opportunity" section with radio buttons for Product, Service, or other.
- Qualification questions: Points to question 6 about the role in evaluation/decision and question 7 about evaluation stage.
- Next action: Points to question 8 about the timeframe for the next action.
- Space for free hand notes: Points to the "NOTES:" section at the bottom.

3. **Train your booth staff** on asking the questions in the proper sequence, and using the capture device, **before** you get to the booth.

4. To get visitors to commit to the next step, avoid assuming that they have interest. Be sure to ask the visitor *what their level of interest in your products is?, and what they think the your next step should be?*.
5. Be ready to physically give them, or email them, samples and follow-up information on the spot. Research has proven speed of response dramatically increases lead conversion rate.
6. Develop your lead follow-up plan **before** coming to the show, so you can follow-up quickly.
7. And finally, do not give up too quickly on leads. Your philosophy should be “*any lead worth taking is worth following up on*”, and that you’re going to stay in touch with each lead for as long as it takes. Be there when the buyer is ready to buy, not just when you’re ready to sell!

For a deeper dive on this critical exhibiting topic, please be sure to access these educational materials on the Exhibitor Resource Center web page:

- **View On-Demand Webinar:**

- State-of-the-Art Lead Management: How to Improve Lead Quality & Sales Conversion Fast

- **Read:**

- CEIR Industry Insight Report-How Exhibitors Can Improve Lead Quality and Sales Conversion
- Preparing for Lead Follow-Up Before the Show
- Lead Persistence: The Key to Tradeshow Lead Conversion
- Closed-Loop Lead Management

The Exhibitor Resource Center is your one stop place to access critical knowledge tools and resources. Please be sure to visit and share the link with everyone involved with your exhibit program.



Got Questions About Completing this Exercise?

Email your questions to NAA's Tradeshow Productivity Expert

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