



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 form is titled 'Company OPPORTUNITY CARD' and includes fields for Name, Company, Direct Phone, and E-mail. It contains several numbered sections with checkboxes and dropdown menus, each with a red arrow pointing to a label on the right:

- Section 1: **Relationship with company** (includes checkboxes for Customer, Prospect, Suspect, Other)
- Section 2: **Marketing recon** (includes questions about how they learned about the exhibit and their job function)
- Section 3: **Situational questions** (includes a question about goals/problems)
- Section 4: **Area of interest** (includes a question about the opportunity)
- Section 5: **Qualification questions** (includes questions about the role in evaluation/decision and evaluation stage)
- Section 6: **Next action** (includes a question about the timeframe for next action)
- Section 7: **Space for free hand notes** (includes a 'NOTES' section)

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 view and read these educational materials on the Exhibitor Success & ROI Center web page:

- **View the webinar replay:**
 - Improving Tradeshow Lead Management for Higher Sales Conversion
- **Read:**
 - Closed-Loop Lead Management: How to Capture Higher Quality Leads and Convert More to Sales
 - Improving Lead Quality by Asking the Right Questions and Capturing More Information

The Exhibitor Success & ROI 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 NCA's Tradeshow Productivity Expert
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