

## Sales Force and Key Account Management

Academic Year: ( 2017 / 2018 )

Review date: 07-07-2017

Department assigned to the subject: Business Administration Department

Coordinating teacher: LADO COUSTE, NORA RITA

Type: Electives ECTS Credits : 3.0

Year : 1 Semester : 2

## REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Not required.

## OBJECTIVES

Skills to be acquired

General skills

\*CG12: Ability to manage and leadership.

\*CG13: Tolerance and respect for diversity (gender, ethnic groups, culture).

Specific skills:

\*CE5: To understand and use statistics and econometrics tools to analyze data and marketing problems through scientific models, using appropriate software.

\*CE9: Analysis, evaluation and decision-making regarding distribution channels and sales force. Integrated distribution channels and supply management, conflicts management, efficiency, and activities of distribution and logistics, sales techniques, negotiation, management, account management, customer management and CRM, as well as new technologies for managing customer data ).

Learning objectives:

¿ Understand the keys issues from personal selling to Key Account Management.

¿ Gain basic skill in human resource management in sales processes.

¿ Develop an understanding of profitable Sales force management

## DESCRIPTION OF CONTENTS: PROGRAMME

Introduction to sales management  
 Management of sales force  
 Territory design  
 Organizing the sales force and planning selling efforts  
 Recruitment and selection of sales personnel  
 Training of sales force  
 The evolution of personal selling process  
 Key Account Management  
 control systems sales force  
 Incentives and rewards for sales force  
 Sales force training  
 Sales force motivation  
 Leadership and coaching

## LEARNING ACTIVITIES AND METHODOLOGY

Classes may involve lectures, small group exercises, case analyses and discussions. The lectures will serve to establish the conceptual foundations. Practical classes are designed so that students can

develop skills and abilities required properly established.

Student contributions are an important part of the course. Students are expected to read assigned materials for each class; attend class, participate and contribute to discussions.

#### ASSESSMENT SYSTEM

<b>% end-of-term-examination:</b>	40
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	60

Your final grade will be assigned based on:

Participation in-class, discussion, assignments, quizzes and cases studies: 60%

Final exam: 40%.

In order to pass the subject, students need to meet the minimum passing score of 4 points (out of a possible 10) in the final exam. Students that do not meet the minimum passing grade should retake the subject. If the resit is taken, the above grade criteria also apply.

#### BASIC BIBLIOGRAPHY

- Capon, N. Key Account Management and Planning, , Free Press, 2001
- Dalrymple, Douglas J., Cron William L. Sales Management: Concepts and Cases, 8th Edition, , Wiley, 2010
- Dalrymple, Douglas J., Cron William L. Sales Management: Concepts and Cases, 8th Edition, , Wiley, 2010
- Futrell, C.M. Sales Management ¿Teamwork, Leadership and Technology, 8th edition, , Harcourt College Publishers, 2010
- Mark W. Johnston, Greg W. Marshall Sales Force Management Leadership, Innovation, Technology, 12th Edition , Routledge, 2016
- Thomas N Ingram, Raymond W. LaForge, Charles H. Schwepker, Michael R Williams Sales Management ¿ Analysis & Decision Making, 7th edition,, Routledge, 2008