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*Darlene Coker, Ed Del Gaizo, Kathleen Murray, Sandra Edwards*

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"A must-read for the business leader of today and tomorrow."--John G. O'Neill, Vice President, 3M Canada. High Performance Sales Organizations defined the true nature of market-focused sales and service operations, and helped push sales organizations into the 21st century. This essential guide includes three new chapters that highlight the latest computer and communications technologies and updates the comprehensive research, charts, and checklists that have made it so indispensable.

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