



# Summary : What The Customer Wants You To Know - Ram Charan: How Everybody Needs to Think About Sales Differently

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**Complete summary of Ram Charan's book: "What the Customer Wants You to Know: How Everybody Needs to Think about Sales Differently".**

This summary of the ideas from Ram Charan's book "What the Customer Wants You to Know" reveals that the traditional sales process is broken. Customers today have so many choices that if all you focus on is price, the only thing you can do is keep lowering your prices until it gets to a stage where you're not making enough money to stay in business. In this book, the author explains that a new approach to selling is needed, called "value creation selling". This summary demonstrates what this approach entails and how you can use it to develop customer relationships that deepen over time and make it difficult for customers to switch to someone else.

#### **Added-value of this summary:**

- Save time
- Understand key concepts
- Expand your knowledge

**To learn more, read "What the Customers Want You to Know" and discover the key to attracting and retaining customers in today's overcrowded marketplace.**

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