

**CRITICAL SUCCESS FACTOR #1: DEFINE YOUR OUTCOMES**

Clarity is power! Half of success is simply being crystal clear about what you want to accomplish. The other half is creating workable action plans and executing to achieve your goals. We recommend that you get together with your marketing and sales management team and work through the three-step process outlined below.

- 1. **What are your top three reasons for exhibiting?** (Examples: build market visibility /awareness, maintain visibility/presence, introduce new product/service, sales leads, new customers, cross/upsell existing customers, market research, branding, recruiting, media exposure, customer/prospect meetings, find reps/dealers/distributors, other?)

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- 2. **Convert each reason to a S.M.A.R.T. goal** (Specific, Measurable, Actionable, Realistic, Time bound) Examples: 1. By closing time, we will capture at least 25 qualified leads, 2. During the show we will meet with our top 10 customers, 3. Within six months of closing, we will have opened five new accounts.

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- 3. **For each goal, create a Written Action Plan** detailing the specific steps you must take to achieve the goal, who is responsible for accomplishing the goal, and how you will measure the results.

SMART Goal	Responsibility	Actions	Measurement
<b>Example:</b> By closing time we will capture 25 qualified leads	John Smith	1. Determine qualifying questions. 2. Rent and customize the show lead retrieval system or create a hand-held lead form. 3. Train exhibit staff on using the lead form and how to ask qualifying questions.	# of leads with # of qualifying questions answered
1.			
2.			
3.			

Also, be sure to visit the online [Exhibitor Success and ROI Center](#). It's your one stop place to access critical knowledge, downloadable tools and resources. Be sure you download and use the FREE exhibit management tools available in the How-to Exhibiting Article Series & Tools section:

- 16 week Tradeshow Planning Tool
- Exhibiting Cost Control Tool
- Exhibiting & Financial Performance Metrics Tool

We also recommend reading:

- The Most Overlooked Key to Exhibiting Success
- Exhibiting Dollars and Sense

Please mark your calendar now and be sure to attend this educational lead management webinar:

- **If Exhibiting ROI is the Name of the Game... Lead Management is the Playbook** – April 4<sup>th</sup> at 2:00 pm Eastern. Here's the registration link:  
<https://attendee.gotowebinar.com/register/7072683691075907332>

Remember, we believe if you're not successful, we haven't done our job. Ask us questions... we're here to help you succeed!