

Stay Scrappy & Scale

Watch Presentation

But first...

- Being a Founder
- What is scrappy?
- Why me?
- None of what I provide will matter without the right mindset (like most things in life)





Inbound/Outbound

- Inbound can get very expensive, very fast especially when experimenting
- Outbound allows you to iterate quickly then leverage paid with better ROI when you know what works
- More predictability and control over your pipeline with outbound
- Typically higher ACVs w/ outbound
- When you have more brand equity, a shift to more inbound makes sense

Keeping it simple...

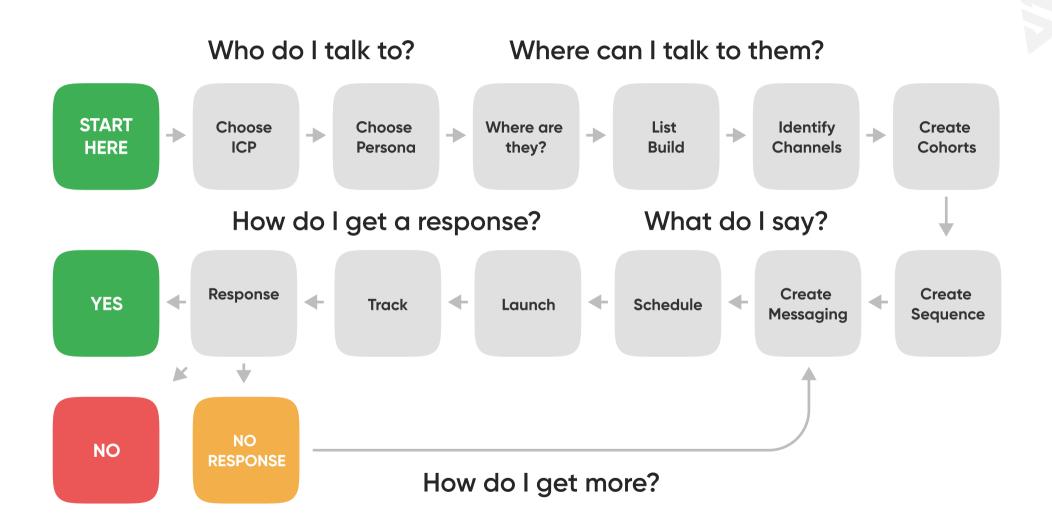
Term

- 1. ICP + Persona
- 2. Channels + Sequence
- 3. Messaging
- 4. MQL/SQL
- 5. KPIs

Translation

- 1. Who do you want to talk to?
- 2. Where can you talk to them?
- 3. What do you say to elicit a response?
- 4. How do you turn a response into a meeting?
- 5. Measure, rinse and re(beat)

The Roadmap







ICP & Persona

Who do you want to talk to?

ICP

SMB

(small and mediumsized business)



Local brick and mortar businesses (ie. gym, restaurant, liquor store, florist, chiropractor, etc)

Mid-Market

(professional servicebased business with multiple locations)



Law firm, accounting firm, insurance broker, agencies, architecture firm, construction etc.

Enterprise

(large, multinational corporations)



Publicly traded companies, private companies with a global presence or multiple corporate offices.

ICP (by company)

Vertical	Vertical Revenue	
E-Commerce	Under \$1MM	Under 10
Automotive	\$1MM - \$5MM	11-50
Software	\$5MM - \$10MM	51-200
Telecom	\$11MM - \$50MM	201-500
Medical	\$50 - \$100MM	501-1,000
Fitness	\$100MM - \$500MM	1,001-5,000
Retail	\$500MM - \$1B	5,001-10,000
Law	\$1B+	10,001+

Persona (by individual)

Seniority

Owner
C-Suite
VP
Director
Manager
Senior

Department

Finance | Accounting
Customer support
Human resources
Sales | Marketing
Operations
C-suite
R&D
IT

Type

Decision maker
Influencer
Champion
Implementer
End-user



What does the persona look like?

ICP + Persona Result

Seniority	Department	Type	Vertical	Revenue	Headcount
Founder	C-Suite	Decision Maker	Start Up	Under \$1MM	11-50
VP	Sales	Decision Maker	Software	\$11MM - \$50MM	51-200
Partner	Executive	Influencer	Venture Capital	\$5MM - \$10MM	11-50

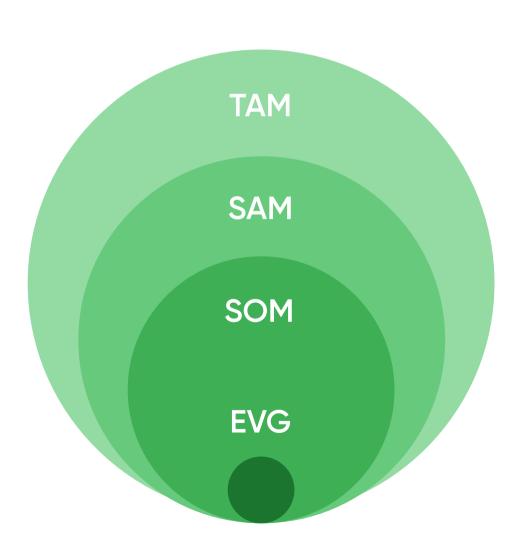




Channels

Where can you talk to them?

Know your...



Total Addressable Market (TAM)

How big is the largest market?

Serviceable Available Market (SAM)

How big is the market you could reach now

Serviceable Obtainable Market (SOM)

What is the market you can reach with your current resources?

Earlyvangelists

What are your most potential customers?

What is your TAM | SAM | SOM from a volume perspective?

ICP + Persona	TAM	SAM	SOM
Founders of StartUps VP of Sales	142,306	~100,000 ~90,000	~50,000 ~40,000
Partners in VC	116,755 11,790	~8,000	~5,000





Channels

Where can you talk to them?

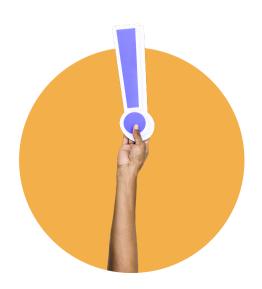


Channels by Contact Data

Data Point Channel(s)

Phone SMS, Ringless VM, Cold Call Email Email, Retargeting via Paid Mailing address Direct Mail
Social Media URL Direct Message

You're competing for attention!







Building a Database

Your Biggest Asset

Paid Databases

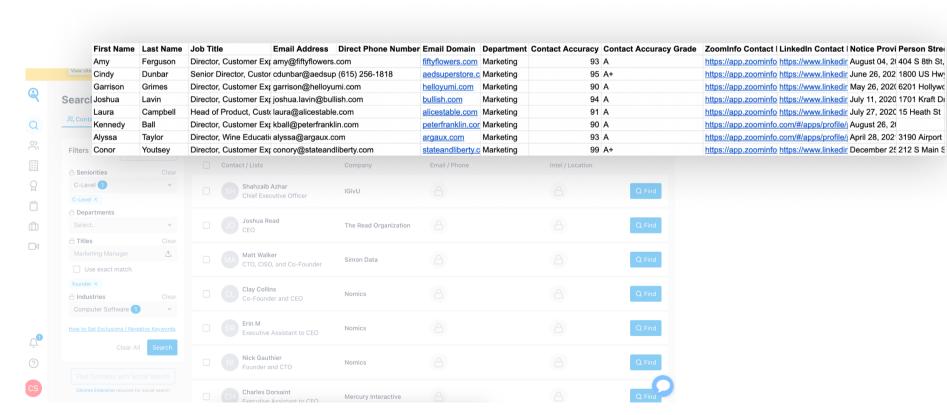
(Zoominfo, Seamless, Clearbit, LinkedIn)

ICP: Mid-Market and Enterprise

Data: Email, Phone, Mailing Address, LinkedIn

Channels: Email, Ringless VM, Cold Calls, Direct Mail,

LinkedIn, Retargeting



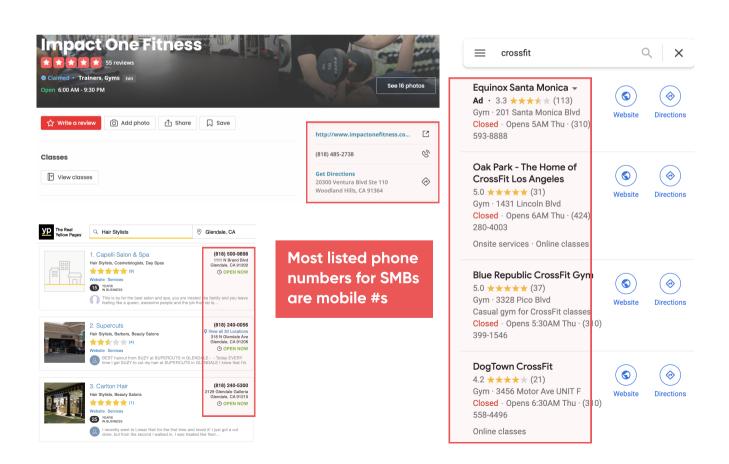
Directories

(Yelp, Google Maps, Zocdoc, Crunchbase, AngelList)

ICP: SMB

Data: Phone, Physical Mailing Address

Channels: SMS, Ringless VM, Cold Call, Direct Mail



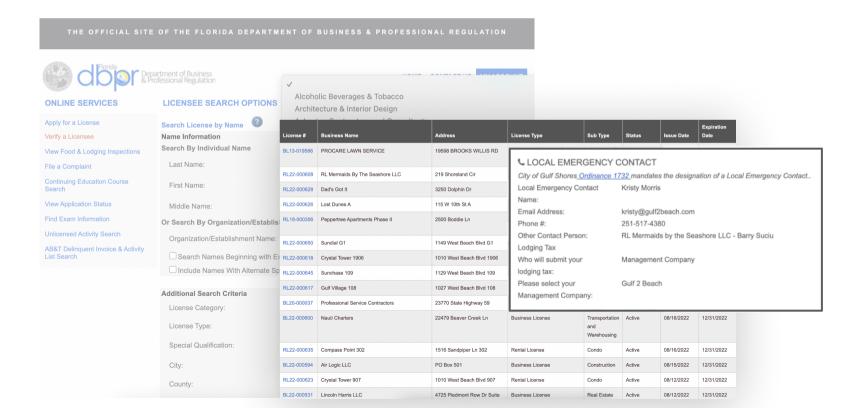
Public Databases

(local, state, federalt)

ICP: SMB

Data: Varies

Channels: Varies



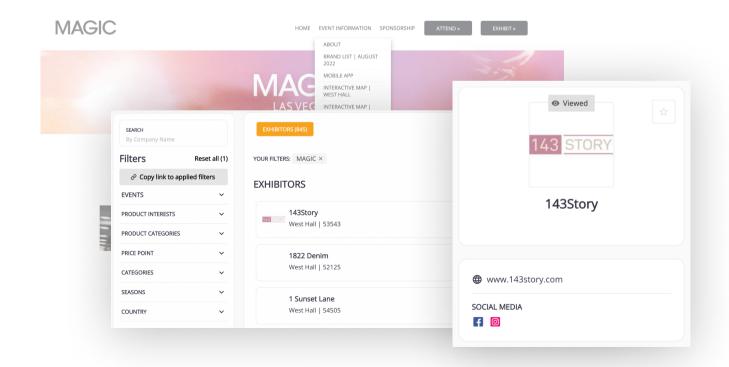
Conventions

(tradeshow, associations, conferences)

ICP: SMB, Mid-Market, Enterprise

Data: Varies

Channels: Varies



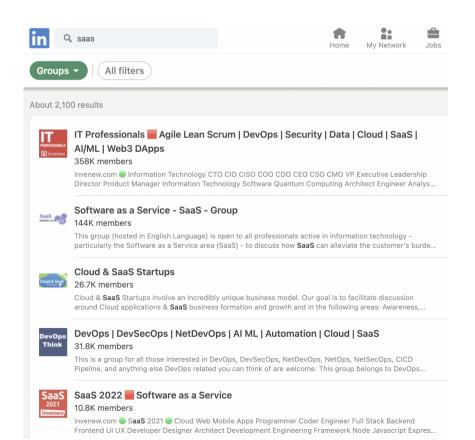
Professional Groups

(Facebook, LinkedIn)

ICP: SMB

Data: Facebook URL, LinkedIn URL

Channels: Direct Message, Survey (Lead Magnet)



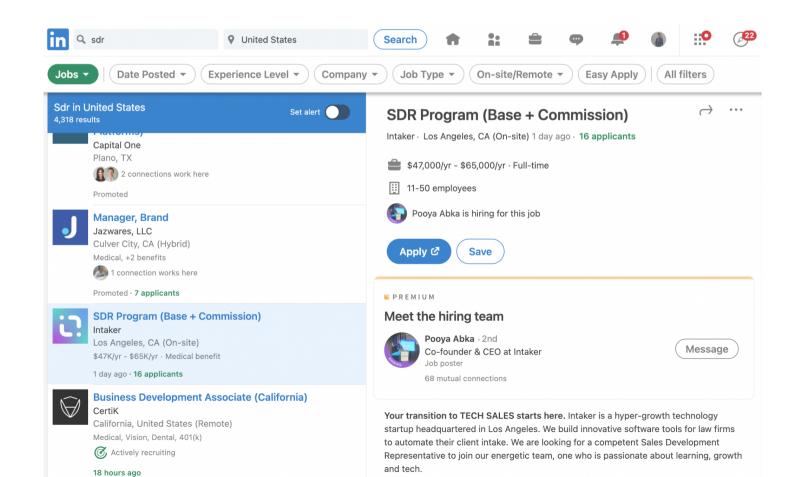
Job Boards

(Indeed, LinkedIn, AngelList, Craigslist)

ICP: Mid-Market, Enterprise

Data: Varies

Channels: Varies



Job Posts

(Indeed, LinkedIn, Craigslist)

ICP: SMB, Mid-Market, Enterprise

Data: Varies

Channels: Varies



Amzur Technologies, Inc - Remote \$150,000 - \$200,000 a year

Apply Now

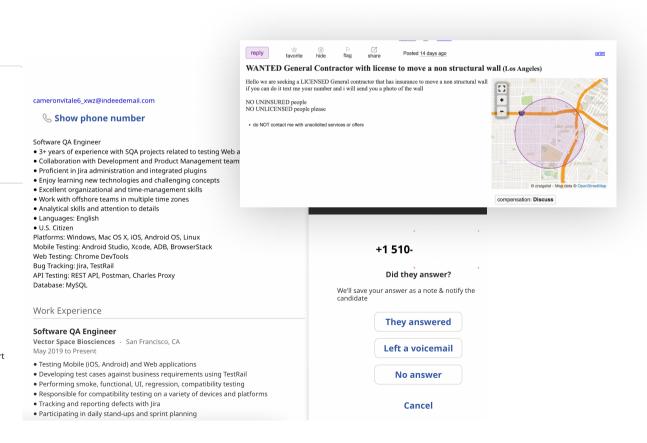
Bored/Frustrated Looking for Sales Leadership Career

An aggressive growth minded establish Multi Portfolio Information Technology company offering products and solutions HQ in Tampa with worldwide delivery is looking for a "A" level VP of Sales to Lead, build and grow a sale driven organization to dominate the US market.

YOU SHOULD APPLY FOR THIS POSITION IF:

- Looking for the next chapter of your career that will challenge you and give you an
 opportunity to earn a great living along with possible equity position in the company.
- You are frustrated that ownership does not value your ideas or let you be part of the vision for growth?
- You still have a passion to close business, and build a sale driven sales team
- Have passion to lead and grow successful technology solutions company, who will report directly to the CEO
- You would value the ability to work from home with very limited travel

APPLY ONLY IF YOU HAVE:



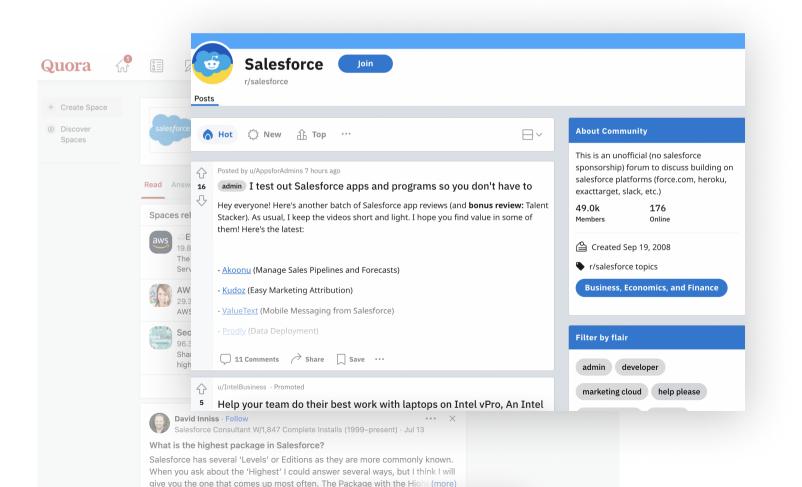
Forums

(local, state, federal)

Personas

Data: N/A

Channels: Survey (lead magnet), backlink, astroturfing



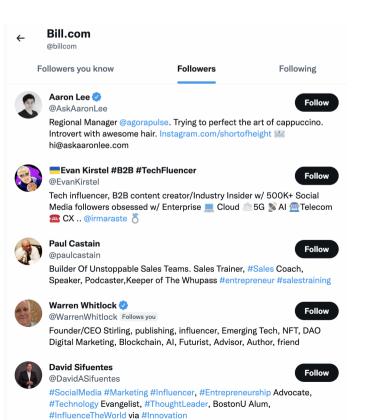
Competitor Socials

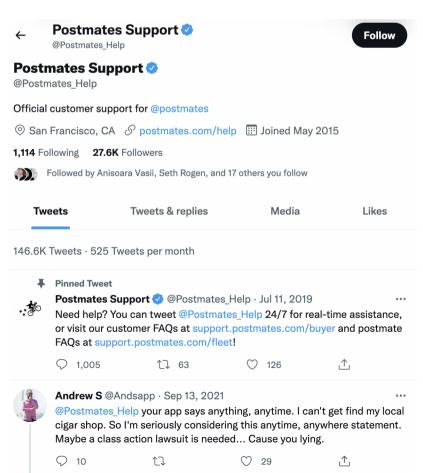
(Twitter, LinkedIn, Facebook)

ICP: SMB, Mid-Market, Enterprise

Data: Social Media URLs

Channels: Direct Message





Summary

ICP: SMB

Data: Phone, Physical Mailing Address

Channels: SMS, Ringless VM, Cold Call, Direct Mail

Sources	ICP	Examples	List Building Tools	Data	Channels
		Yelp, Google Maps, Yellow Pages,	<u>PhantomBuster</u> , Upwork,	Phone, Mailing	SMS, Ringless VM, Cold Call,
Directories	SMB	ZocDoc, Crunchbase, Angellist	Fiverr	Address	Direct Mail
Professional	SMB, Mid-Market,				
Groups	Enterprise	<u>Facebook Groups</u> , LinkedIn Groups	<u>PhantomBuster</u>	Social Media URL	Direct Message
					SMS, Ringless VM, Cold Call,
	Mid-Market,	Trade Shows, Associations,			Direct Mail, Email, retargeting via
Conventions	Enterprise	Conferences	From source, Paid Lists	Varies	paid
	SMB, Mid-Market,		,	,	
Forums	Enterprise	Reddit, Quora	N/A	N/A	Surveys, Market Research
	Mid-Market,			,	
Job Boards	Enterprise	Craigslist, Indeed, <u>LinkedIn</u>	<u>PhantomBuster</u>	N/A	Direct Message
Public			Phantombuster, Upwork,	Phone, Mailing	SMS, Ringless VM, Cold Call,
Databases	SMB	Local, State and Federal Databases	Fiverr	Address	Direct Mail
Paid			Zoominfo, Seamless,	Email, LinkedIn,	Direct Mail, Direct Message,
Databases	Enterprise	Zoominfo, Seamless, Clearbit	Clearbit	Mailing Address	Email, retargeting via paid
		Twitter Support Handles, LinkedIn			
Competitor	Mid-Market,	Company Profile, Facebook Company			
Social Pages	Enterprise	<u>Page</u>	<u>PhantomBuster</u>	Social Media URL	Direct Message
					SMS, Ringless VM, Cold Call,
English to to	CNAD NO LANGUAGO	Franklish Madianash Lala P2P	5	Email, Phone,	Direct Mail, Email, retargeting via
Email Lists	SMB, Mid-Market	Exactdata, Medicoreach, LakeB2B	From source	Mailing Address	paid
LinkedIn Sales		N1/A	Dhatara Duatar Gray is	Email, LinkedIn,	Direct Mail, Direct Message,
Navigator	Enterprise	N/A	<u>PhatomBuster</u> , <u>Snov.io</u>	Mailing Address	Email, retargeting via paid

List Building Toolkit

























Create Cohorts



Cohorts

Startup Founders 50,000 SOM

Time 10 weeks

Weekly Volume 5,000 per week

Thereby...

Calagut 1			Cabaut 10	Cabaut 1
Week 1	Week 2	•••	Week 10	Week 11

Cohort 1 Cohort 2 Cohort 10 Cohort 11

5,000 5,000 5,000 4,500

Whereas all 50,000 receives...

Newsletter 1-2x monthly

Paid Ads ongoing



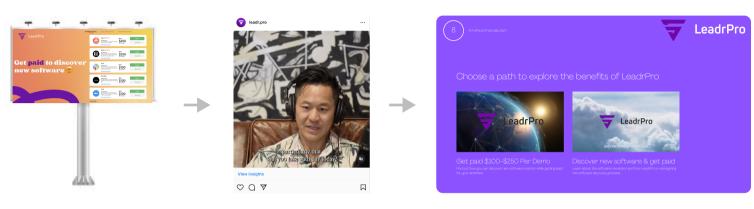


Create a Sequence



Consumer vs. B2B Journey

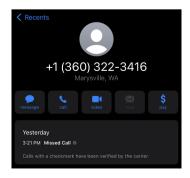
Consumer





B2B

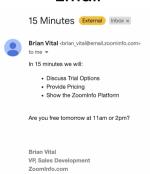




LinkedIn

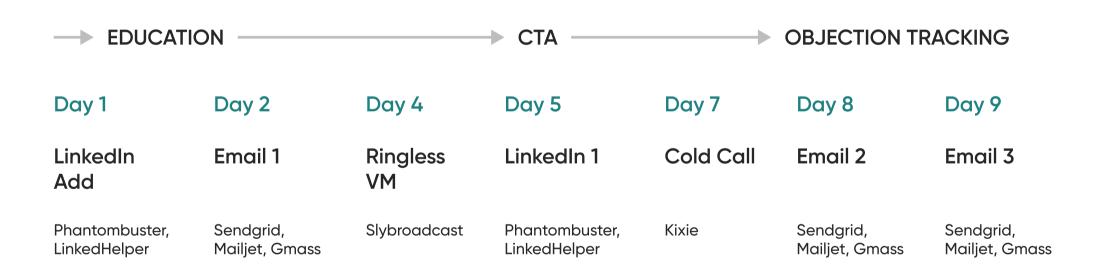


Email



Create a Sequence Cohort 1 (7-touch sequence):

Run paid ads to custom audiences built from your database focused on thought leadership and trust building, not conversion



We start w/ LinkedIn because you need a lead time for people to accept your request



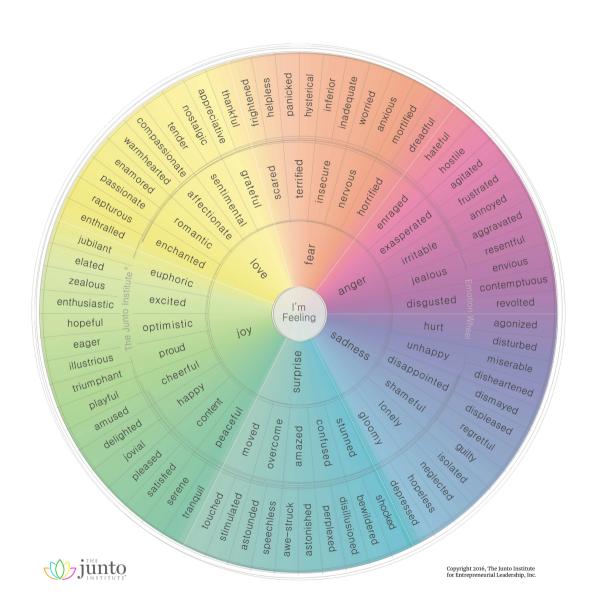


Create Messaging

All Decisions Are Based on Emotion

6 Basic Emotions

Love
Fear
Anger
Sadness
Surprise
Joy



Collateral Beauty

WE ARE HERE TO CONNECT. LIFE IS ABOUT PEOPLE. **ADVERTISING IS ABOUT ILLUMINATING HOW** OUR PRODUCTS AND SERVICES WILL IMPROVE PEOPLE'S LIVES. NOW, HOW DO WE DO THAT? **LOVE**. TIME. DEATH. NOW THESE THREE ABSTRACTIONS CONNECT EVERY SINGLE **HUMAN BEING** ON **EARTH.** EVERYTHING THAT WE **COVET**, EVERYTHING THAT WE **FEAR** NOT HAVING, EVERYTHING THAT WE ULTIMATELY END UP **BUYING** IS BECAUSE AT THE END OF THE DAY WE LONG FOR LOVE, WE WISH WE HAD MORE TIME, AND WE FEAR **DEATH**.

We long for love
We wish we had more time
We fear death

Emotional Triggers

Catfish for attention, but not for product. Churn is bad.

Emotion	Triggers	Actions
• Love	lust, attraction, attachment	image in signature, gender, ethnicity, name, emojis, flirty undertones
	threat of harm, real or imagined	losing your job, underperforming
	judgement, rejection	inaccuracy in your role, losing out to frenemy for a promotion, lack of an edge
© Sadness	loss, disappointment0	loss of purpose, overworked, not enough personal time, not enough time with family, overwhelmed, overlooked
Surprise Surprise	unexpected events	buy you a cup of coffee, a compliment, a personal touch, a gift, a monetary reward, transparency, authenticity
 Joy	trust, purpose, positivity	more time, intentional, a compliment, kindness, empathy, social proof

Social Proof

Leverage any and all social proof that builds trust with your audience. Be creative.

Types Examples

Logos Google, Amazon, Walmart, Cisco

VC backed by Mucker Capital

Founder Pedigree MIT, ex-Google

Founder Domain Expertise former CISO at HSBC

Association PGA, SAG, AFTRA, Academy of Motion Picture Arts and Sciences, The Recording Academy

Certification Google Certified, Hubspot Certified, Salesforce Certified

Accolades Clio, James Beard, Webby, Peabody
Grants & Awards Pulitzer, Nobel, A.M. Turing, NSF Grant
Industry Reports McKinsey, Bain, Deloitte, Bain, BCG, EY

ROI case studies, testimonials

Press trusted/noteworthy publications, influencers, celebrity endorsement

Content best practice, how to guides, insights

Social Proof

DAY	CHANNEL	TOOL	MESSAGE
1	LI Add + Note	www.linkedhelper.com www.phantombuster.com	Hi [first name] - quick question, would you agree time is money? If so, shouldn't you get paid even when you're being marketed to? Get paid \$10 for reading this message. No joke. Ask me how you can get paid \$100-250 for discovering new software solutions.
2	ΕΊ	gmass / hubspot / sendgrid	Hey [first name], I reached out to you yesterday on LinkedIn. So, I know this is a bit of a novel idea - but we've paid out over \$250,000 this past year to professionals just for evaluating new software. The idea is that we put a company's paid ad spend (Facebook, Google, LinkedIn Advertising Budgets) directly into your pockets. Afterall, they're basically trying to capture your attention through marketing (or a fancy word for manipulation). Instead of wasting it on non-effective ads, this way they get a conversation AND you get paid for learning something new. If they are solving a big problem and you find value in it, great! If not, just let them know why not. You get paid either way. This is making the marketing process super direct by aligning clear expectations from the beginning. Interested?
3	Ringless VM 1	slybroadcast / kixie	Hey - this is Chris, I um, have been trying to reach you by email but thought I'd give you a ring. Would you mind giving me a call back at XXX-XXXX when you get a chance? Thanks.
5	LI1	www.linkedhelper.com or www.phantombuster.com	Hi [first name] - left a voicemail the other day. Would you be down to create a free account on LeadrPro in exchange for \$10? Will take you less than 2 mins.
			Hi [first name], following up on the below email. 2 mins to create a free account and I'll Venmo you \$10 (or I can also send by PayPal, CashApp, Zelle, or Gift Card) 😅
6	E2	gmass / hubspot / sendgrid	Hey [first name], I reached out to you yesterday on LinkedIn. So, I know this is a bit of a novel idea - but we've paid out over \$250,000 this past year to professionals just for evaluating new software. The idea is that we put a company's paid ad spend (Facebook, Google, LinkedIn Advertising Budgets) directly into your pockets. Afterall, they're basically trying to capture your attention through marketing (or a fancy word for manipulation). Instead of wasting it on non-effective ads, this way they get a conversation AND you get paid for learning something new. If they are solving a big problem and you find value in it, great! If not, just let them know why not. You get paid either way. This is making the marketing process super direct by aligning clear expectations from the beginning. Interested?
8	Ringless VM 2	slybroadcast / kixie	Hey - this is Chris again. I don't mean to keep bothering you. Could you give me a call back at XXX-XXX-XXXX when you get a chance?
			[first name] - I'm guessing from the radio silence that you are super busy at the moment or not interested in getting paid for your time. So I promise to remove you from any future outreach and never bother you again if you can just email me back using one of the pre-written responses below:
8	E3	gmass / hubspot / sendgrid	a) i don't want to get paid \$100-250 for my time by marketers b) i'm interested, but circle back in 3 months c) i prefer to continue to receive SPAM and keep things the same d) i don't have time to try something new e) other Last attempt here, would you please just respond back w/ one of the pre-written responses as to why you're not interested? a) i don't want to get paid \$100-250 for my time by marketers b) i'm interested, but circle back in 3 months
10	LI 2	www.linkedhelper.com or www.phantombuster.com	c) i prefer to continue to receive SPAM and keep things the same d) i don't have time to try something new e) other





Scheduling

Social Proof

Channel Outreach Automation Tool(s)

SMS Textmagic

Ringless VM Slybroadcast

Cold Call Kixie

Email Sendgrid, Mailjet, GMass

Retargeting via Paid LinkedIn, Meta

Direct Mail Lob

Direct Message PhantomBuster





Sample Tracking

Date	Language	Opened	Open %	Response	Response %	MQL	MQL %	SQL	SQL %	Objection	Objection %
7/20	LI Add + Note			5	5%	3	60%	3	100%	2	40%
7/21	E1	65	33%	8	12%	6	75%	5	83%	2	25%
7/22	Ringless VM 1			5	5%	3	60%	2	67%	2	40%
7/24	LI 1			10	10%	8	80%	7	88%	2	20%
7/25	E2	56	33%	8	5%	7	88%	6	86%	1	13%
7/27	Ringless VM 2			5	6%	4	80%	3	75%	1	20%
7/27	E3	44	28%	7	4%	6	86%	5	83%	1	14%
7/29	LI 1			10	11%	8	80%	7	88%	2	20%

TOTAL COHORT 1	Response	Response %	MQL	MQL %	SQL	SQL %	Objection	Objection %
200	58	29%	45	78%	38	84%	13	22%

Increase MQL to SQL

You have a 2 hour window before an MQL goes from an 80% to 30% chance of booking.

- 7-8 touches within 2 hours (SMS, Email, LinkedIn, Cold Call)
- Don't use self-schedule. Ask for 3 possible dates/times.



After 1 year ...

	Length (in weeks)	Contacts	Responses
Sequence 1	10	10,000	580
Sequence 2	10	9,420	620
Sequence 3	10	8,800	451
Sequence 4	10	8,349	751
Sequence 5	10	7,598	671
	50 weeks	6,927	3073
		Remaining	31%

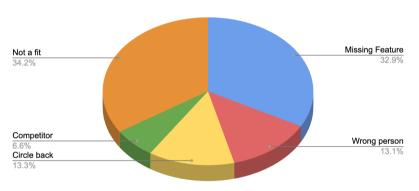
True SOM is based on Closed Won + Circle Back

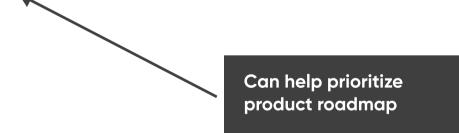
			Total
SQLs	Closed Won	Closed Lost	Objections
307	102	205	273
377	288	89	243
288	103	185	163
301	159	142	450
321	188	133	350
1594	840	754	1479
52%	53%	47%	48%
	Close Rate		
	40.59%		
	4059		
	True SOM		

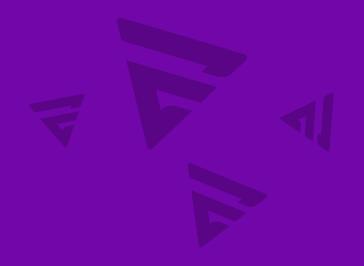
Increase MQL to SQL

Objection 1	Objection 2	Objection 3	Objection 4	Objection 5
71	41	44	12	105
88	33	45	23	54
66	28	33	10	26
154	50	44	22	180
107	42	30	30	141
486	194	196	97	506
33%	13%	13%	7%	34%
Missing Feature	Wrong person	Circle back	Competitor	Not a fit





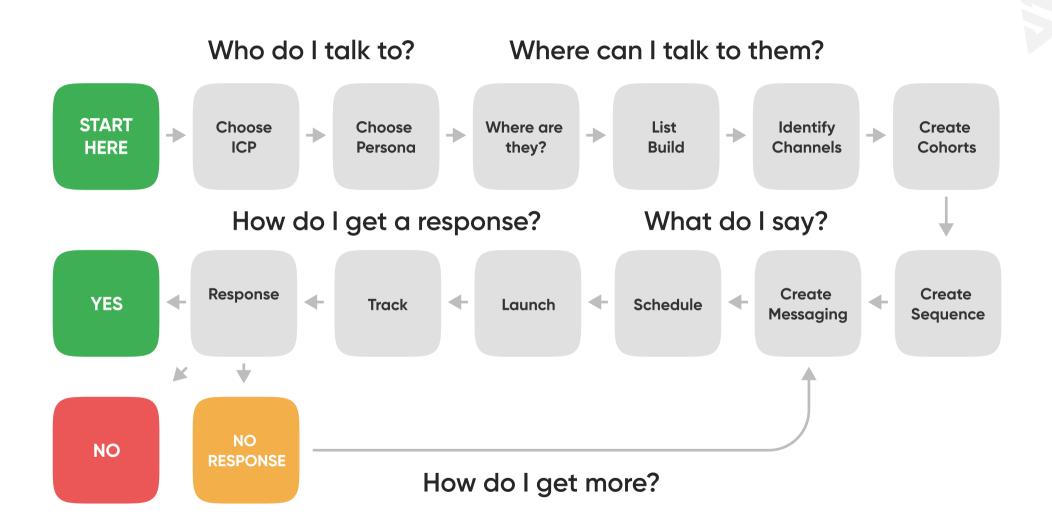


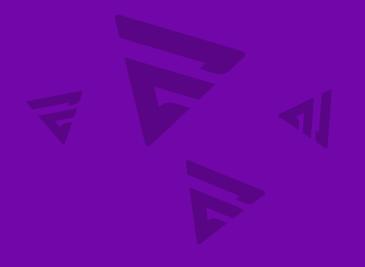






The Roadmap







Additional Tips, Tricks, and Hacks

Surveys





Putting the Saas in Sa

92.2%

1,275 responses

Responses 1,357 Settings

> Yes No

Cloud & SaaS Startups

Chris Sheng · You

3. The Math

Paid: \$6,375

MQLs: 1,176

Conv @ 30%

CPU: \$18

LTV: \$1,000

User SignUps: 353

State of SaaS Industry Report

Sponsored by PodSaas

Watch Now: www.youtube.com/c/podsaas

PodSaas humanizes the Saas space and puts a face to what has tra

How many SaaS (software) subscriptions would you estimate

(in total) across all departments (ie. IT, Finance, HR, Marketing

1. Questions

the good, the bad e into the personal

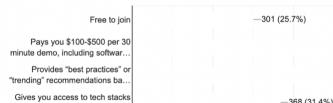
account

Profile

Pain point (scale)

Conversion

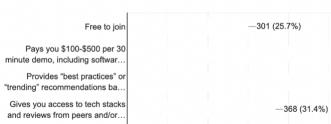
1,171 responses



Provides visibility into your company wide tech stack (inclu...

-368 (31.4%) -168 (14.3%)

Which value(s) do you find the most appealing (choose all that apply)



Would you want exclusive access to a platform that provided the follo hey starbucks lovers! i've got a \$5 gift card with your name on it. just need some help completing a 30 second survey on the "state of saas" for the PodSaas podcast. thanks for your help:



-543 (46.4%)

Less than 4

4-12

etc)?

More than 12

Content (be a thought leader)



Gong.io and Hubspot both do a great job



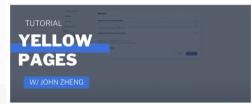
HOME

VIDEOS

PLAYLISTS

COMMUNITY

CHANNELS



Tutorial: Yellow Pages

By Chris Sheng, August 18th, 2022

Learn how to how to export search results from Yellow Pages using PhantomBuster

Read more >

Uploads



S1E28: The One with Dave Blake of ClientSuccess

S1E23: The One with Prateek

Chakravarty of Zinier

5.6K views • 2 weeks ago



S1E27: The One Camela Thompson of CaliberMind

5.4K views • 3 weeks ago



S1E26: The One with Regina Ye of Topsort

5.3K views • 1 month ago



S1E22: The One with Abhijeet Vijayvergiya of Nektar



S1E21: The One with Jonathan Aizen of Amitree









Stay Scrappy & Scale

Get actionable tips, tricks, and hacks.

Friday, August 19th | 12-2PM PST



LeadrPro

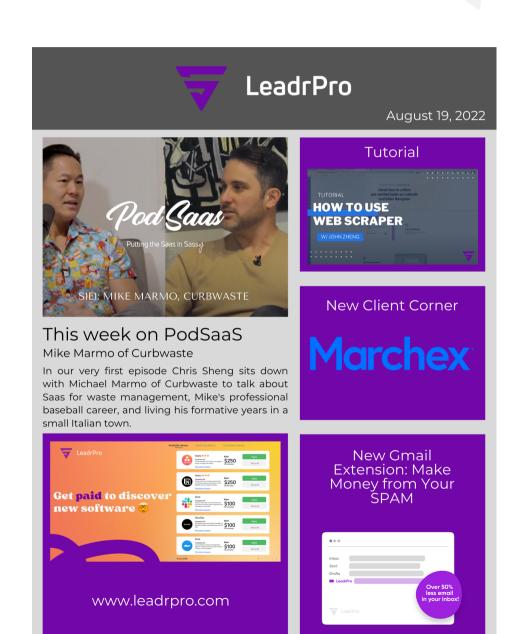
THIS IS YOUR EVENT — Manage Event

Stay Scrappy & Scale

借 Fri, Aug 19, 12:00 PM - 2:00 PM PDT ① ·

Content (be a thought leader)

- 1-2x per month to whole database
- 1. Thought leadership
- 2. Client corner (case studies)
- 3. New product features/updates
- 4. CTA



Contact us



For GTM and Growth:

Chris Sheng: chris@leadrpro.com

https://www.linkedin.com/in/csheng/