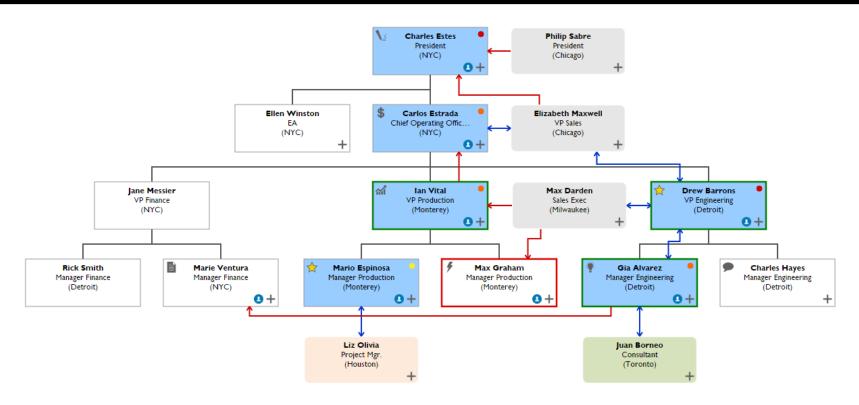


Player Map X-Ray (PMX) enables you to easily build & manage Player Maps – we suggest you invest 10 minutes now to review Help to save you time later.



Player Map helps you instantly see the people making the decisions and the bridges you need to cross to get to them – an x-ray of precisely how to win.



# **Player Map it**

# **Everything you need to know to use PMX**

• <u>Tips & Features</u> (Page 3)

Build & Code (Page 4)

• Salesforce° (Page 5-6)

• Client Org (Page 7)

• Our Team (Page 8)

- Home Screen
- Folder Actions
- Edit the Folder
- Share a Folder (Page 9)
- Follow a Player Map
- Folder Info / Remove
- Player Map Actions
- Move a Player Map
- Copy your Contacts (Page 10)
- Folders, Quali-5, Share, Edit (Page 11)
- Bridges, Plan and IQ Tabs (Page 12)

Master <u>Tips & Features</u> and <u>Build & Code</u> and you will be set (note pages 9-12 simply drill-down on specific PMX topics)

Make sure to click hyperlinks for more info on using PMX

Remember that you are building Player Maps *not* org charts (i.e. map key Players and your bridges *not* formal structures)

Prefer to watch vs. read? – see Fast Start video (@ 11 min.)

Click type by page number to return to "Player Map it"

### Focus Player Map Size

- ✓ PMX is for Player Maps, @ 12 wide by 6 deep, not GIANT org charts
  - \* PM may go a bit larger depending on the layout, but we cannot guarantee results
  - \* We advise building subset PMs by division, geography, etc. versus one GIANT one

### Create your Player Map

- ✓ 1. Add client first, 2. build top-down, 3. **bridge** Our Team to Players
  - \* PMX draws via connections, so NO STANDALONE BOXES to avoid drawing errors

### Code your Player Map

- ✓ Use <u>FEWER symbols</u> to increase clarity & save time "less is more"
- Build Bridges to key Players
  - ✓ Click Add Bridge, select Existing or Required, select person, add note
- Add Player LinkedIn® Profiles
  - ✓ Add profile ② button for 1-click access to LinkedIn<sup>®</sup> profile of Players
- Share Player Map in Folder
  - ✓ Click <u>Share</u>, enter e-mail of person(s) you authorize, click <u>Share Folder</u>
- Team Edit a Player Map
  - ✓ <u>Team can edit PM</u>: click <u>Edit</u>, edit PM, PMX saves the prior version(s)
- Print your Player Map
  - ✓ Click <u>Print...</u> under **Action** menu to print Player Map to printer or PDF
- Follow a Player Map
  - ✓ Click <u>+Follow</u> to receive Messages update e-mails or Unfollow to stop
- Change the Association
  - ✓ Click <u>Change</u> above PM name to change association to copy contacts

Use your Player Map for the following:

- ✓ Plan brainstorming
- √ Team collaboration
- ✓ Meeting briefing
- ✓ Executive update
- ✓ Support handoff

PM is great for global/strategic teams.

Player Maps are best focused on specific projects/pursuits not an entire company (i.e. build multiple PMs for each project).

✓ Condense PM so @ 12 wide by 6 deep

Create your Player Map, share with team.

Use PMX on Chrome, Edge or Safari – fast internet connection is advised.

\* Note that you can access PMX on a cell phone or tablet



# **Build & Code**

# Less is more to build & code a Player Map

### Step 1

- Add key client Players\*
- 2. Add notes on Players
- 3. Add LinkedIn® profiles
- Players active on this project, not everyone on the org chart
- \* Abbreviate titles to fit in box and enter the location or TBD
- ✓ Player Maps are NOT org charts, so zero in\*
- ✓ Limit dimensions to @ 12 wide by 6 deep
- ✓ Code symbols for the project NOT company
- \* We advise subset Player Maps for divisions, geographies, etc.

**BUILD** your client bridges

### Add **notes** to key Players

Short comments on Players re: professional & personal insight

### **Player Map Title**

**Player** 



**Business** 



Champion



Competitor



**Contract** 



**Funds** 



**Pen Power** 



Solution



Source



**Bridge: existing** 





**Bridge: required** 



**Our Team** 



Note



LinkedIn®

**Positive Neutral Negative** 





"Client, Project, Price, Date" to instantly see Player Maps

- MAJOR influence on project direction and final decision
- interested in the business impact and ROI of the project
- "wants you & only you to win", working to help you win
- backing our competitor and hindering our ability to win
- procurement person finalizes price, contract terms, etc.
- administers funds or secures the funding for the project
- one key person who must ultimately endorse the project
- expert chartered with overseeing/designing specifications

  - shares information, but may also share with competitors
  - identifies existing professional or personal relationship
- - professional or personal relationship we must establish
  - our people or partners actively engaged with the client
  - insight on person, client Player Plan, Our Team bridges
  - indicates hyperlink to that person's profile on LinkedIn®
  - shows preference and/or relationship strength re: you
  - do the key Players exercise high, medium or low power

### Step 2

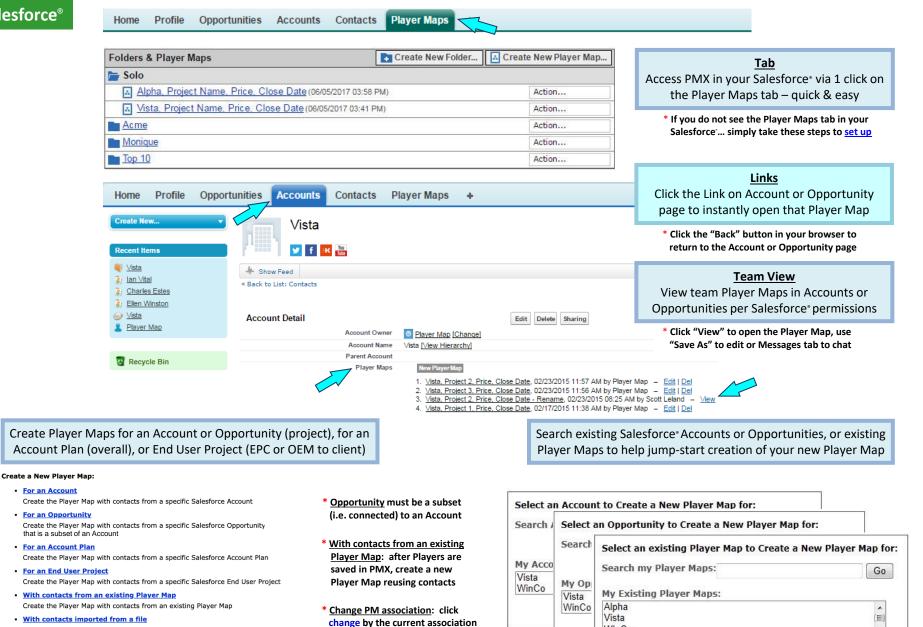
- 1. Add team & partners\*
- 2. Add bridges to Players
- 3. Add notes on bridges
- \* Your team & partners who are actively working with Players
- \* No standalone boxes to help ensure PMX formats correctly
- ✓ You want 1 or more **Players & Champions**
- Apply other symbols to the 1 lead person
- ✓ Fewer symbols help ensure visual clarity
- \* PMX can format a maximum of 3 symbols on any person

**SEE** your key relationships

Add **notes** to your Bridges

\* Foundation for Existing and how will build for Required





Create the Player Map with contacts imported from an uploaded file

Salesforce opportunity or Salesforce account

Create a standalone Player Map without access to contacts in an existing Player Map,

\* Note this menu is accessible only under Player Maps tab

which is noted over the PM title: Standalone Player Map [change] WinCo

Cancel < Back Create Player Map

### Search or Show All

For your Player Map associated with and Account or Opportunity, enter the name of the person in the "Search SF Contacts" box, then click magnifying glass to search

Click the "Show All" link, and then select the person from the PMX drop-down list (note that PMX shows up to 200 people)

- \* First, Last & E-mail are required to add a contact to Salesforce\*
- \* PMX will not create duplicate contact records in Salesforce\* (i.e. validated against e-mail)
- If you want to add a person to a Player Map but not add them to Salesforce\*...enter information, then uncheck "as SF Contact"

Add Person	
Person:	in Organization
	○ on Our Team ☑ as SF Contact
Search SF Co	ntacts: ● in associated Account ○ across all Accounts
	Show All
Name:	First: Last:
Reports to:	V
Title:	
Location:	
Contact:	Phone:
	Email:
Player:	
Power:	None
Preference:	○ Positive ● Neutral ○ Negative
Roles:	☐ 🕍 Business 🗆 🖈 Champion 🗆 🗲 Competitor
	☐ ☐ Contract ☐ \$ Funds ☐
	☐ ♥ Solution ☐ ● Source
MBTI® Type:	~ *
HELP ?	

# Charles Estes President (New York) \* Click | link to Contacts

### PMX 2-way

For an existing Salesforce contact, PMX will update Name, Title, Phone & E-mail

or

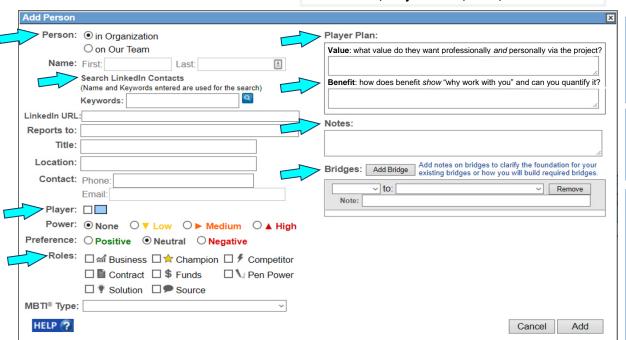
If not existing Salesforce° contact, then PMX will create a new contact record in Salesforce° complete with contact Name, Reports to, Title, Location, Phone, E-mail and

People on the Player Map connected to Salesforce are designated by symbol

- \* Note that PMX does not update:
- Reports To as set in Salesforce®
- Location so as not to impact your Salesforce® mailing lists
- Our Team as they are defined by your Salesforce® manager

**CLIENT ORG** 

### Client, Project Name, Price, Close Date



<u>Size</u>: limit the PM dimensions to @ 12 wide by 6 deep to optimize PM building, viewing & printing

PMX is designed to create PMs but not GIANT org charts, and while PMX may go a bit larger depending on the PM layout, we do not guarantee results

<u>Building</u>: start building client org top down (NO standalone boxes)

Enter "TBD" vs. blank field or special characters to ensure PMX formats the PM correctly

**Scope:** multiple PMs for account not one PM for account is advised

PMs for key projects/pursuits or divisions, geographies, etc. organized in your PMX folders Slash: use slash "/" in titles not pipe "|" which is a code redirect

**Roles:** assign to a *primary person* for each role (some people have several roles, e.g. Champion and Funds), but we suggest a maximum of 3 symbols on any person – limit your role coding

**<u>Editing</u>**: to edit person on the Player Map...click their box, edit information and click Update; delete a person by clicking Delete

	Charles Estes		
	Notes Player Plan		
Charles Estes President (NYC) +>	What: Will be retiring in 3 years, and Estes wants to go out on top.  How: Our solution is proven, and Estes will not lose		
* Client Note Player Plan	sleep" working with us, plus we project a 2 year payback.		

Legend ☐ Action... Save & Return Return

Name Player Map: enter name of new Player Map
✓ Format: Client, Project Name, Price, Close Date
Legend: check to see Player Map symbols and text
AutoSave: Player Map autosaves every 30 seconds
✓ PMX will timeout if inactive for over 30 minutes

Action...: menu of the key actions for a Player Map Save & Return: saves Player Map & returns Home Return: click for Home page with your Player Maps Q5: download, qualify project for insight and win rate

Person: click if in Organization or on Our Team (code Our Team in to highlight your company groups, consultants or partners)

<u>Search</u>: current Account or across SFDC Accounts

<u>Name</u>: enter name of person you want on org chart

(best to start at the top and then work down)

LinkedIn°: click oto search for LinkedIn° profile of Players (use company or city for keywords), copy URL from their LinkedIn° profile page, then paste it into the LinkedIn° URL field •

Reports to: click the name of person they report to Title: abbreviate title to @ 20 characters for instant visibility, or hover to view title showing "..."

<u>Location</u>: city/country (required to print, JPG, PDF) <u>Contact</u>: enter phone and e-mail for quick access

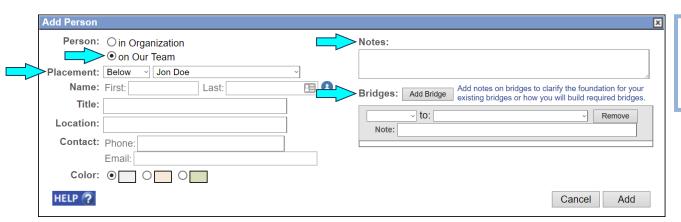
<u>Player</u>: check if they are a strong influencer <u>Power</u>: check the Player's degree of power <u>Preference</u>: check if Player likes you or not <u>Roles</u>: check role(s) on this specific project

MBTI®: select estimated type – see MBTI° insight

<u>Player Plan</u>: you may not know at first, but develop for key Players (see note format to left)

<u>Note:</u> insightful professional or personal information (e.g. ex-ABC, 25 years HR, likes soccer, etc.)

Add: click to add a person to your Player Map
 Delete: click to delete person from Player Map
 Cancel: click to cancel you adding or updating
 Update: click to update information on person

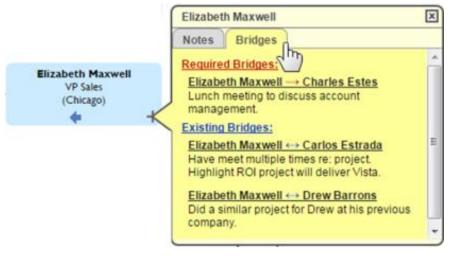


<u>Person</u>: click on **Our Team** to add your team (code in colors to highlight company groups, consultants or key partners)

<u>Notes</u>: insightful professional and personal info (e.g. ex-ABC, 25 years, likes soccer, etc.)



Our Team: move your team by using the Placement buttons, placing +/-1 level above or below to add bridges



**Bridge** your team to the key client Players to evolve a static org chart into a Player Map so you can see key relationships in one quick look!

**Bridges** are the *most important* element on a Player Map, so brainstorm your crucial bridges!

\* Note on Our Team bridges

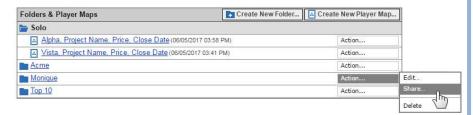
**Bridges**: create a bridge to person +/-1 level above or below, (a.) move person a bridge is from up or down (b.) copy person on same level as person you want to bridge to then add bridge

### **FOLDERS**

### **Home Screen**



### **Folder Actions**



Folder: Acme

### **Edit Folder**



### **Share Folder**



Shareu with.	
	e the PMX users this folder is currently shared with. To remove m sharing this folder, uncheck them and click "Update Folder
	☑ Liz Maxwell <li>liz.maxwell@apollo.com&gt;</li>
Add people:	
commas • You can :	ail address of other PMX users in the "Share With" box, use to separate multiple emails. select a PMX user that you currently share a folder with from the list add their email to the "Share With" box.
	PMX users you are currently sharing folders with ▼
Share With:	
	✓ Send email notifications (recommended)
	Update Folder Sharing Cancel

Home: here you can create a new folder or Player Map, or select from your database of folders & Player Maps

Folders & Player Maps: lists your folders & Player Maps

 Maximum of 75 PMs and 25 folders – you can share 1 folder with 40 people, and unlimited folders can be shared with you

Create New Folder: create a folder to store or share PMs

Create New Player Map: opens PM menu to build new PM

Solo: your main folder, it contains all of your unfiled PMs

Shared with: notes folders you have shared with others

Shared by: notes folders shared with you by other users

Edit: see below re: changing folder name and description

Share: see below re: how to add team members to a folder

Only current PMX users can access folders on PMX

<u>Delete</u>: when you delete a folder you created, all of your PMs are moved back to your Solo folder, all PMs for team members move back to their Solo folder

**<u>Edit</u>**: enables you to change the folder name and add a description of the contents of that particular folder

Share: authorize PMX users to access a folder by adding their PMX e-mail address (use commas to separate multiple emails) or pull their name from drop-down. An e-mail per below notifies people of new folders:

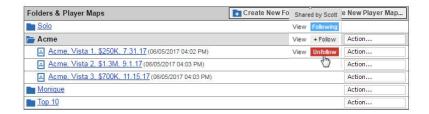
I have shared the "Alpha" folder with you on PLAYER MAP X-Ray. To access the folder, log into your PLAYER MAP X-Ray account. We can use this folder to share and collaborate on Player Maps.

- To stop sharing, click Share, uncheck name, click Update...
   person is removed from folder, and any PMs they shared are moved back to their Solo folder
- To see who that folder is shared with, click Info under the Action menu for a list of people sharing the folder
- ✓ To share a folder, the person must be set up on PMX, so if they are not, remind them to please set PMX up



### **ACTIONS**

### **Follow PM**

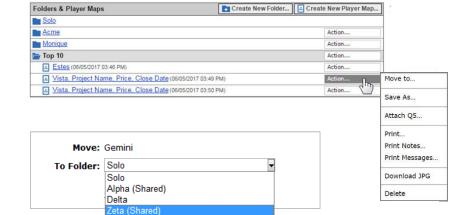


# Folder Info and Remove



### **PM Actions**

**Move PM** 



# **Copy Contacts**

The "Vista" Player Map is currently not associated with an existing Player Map, Salesforce opportunity or Salesforce account.

To add an association, select an option below:

Opportunity
Update this Player Map to use contacts from a specific Salesforce Opportunity

Account
Update this Player Map to use contacts from a specific Salesforce Account

Existing Player Map
Update this Player Map to use contacts from an existing Player

[ Opportunity: WinCo (change) ]
[ Account: WinCo (change) ]

[Existing PM: Alpha (change)]

[ Standalone Player Map (change) ]

Vista

8 👯

**+ Follow** click to *receive* Plan emails for a shared Player Map

Following shows you *will* receive emails for shared Player Map

Unfollow click to *not* receive Plan emails on shared Player Map

<u>Info:</u> summarizes the folder name, description & owner (who created it), and who the folder is shared with

Remove: when you remove a folder shared with you by another person, all PMs you shared are moved back to your Solo folder, and you can no longer access the folder (i.e. unless authorized again)

Move to: move your PM to another folder you create or a folder that has been shared with you – folders you can move to are noted in a drop-down list

<u>Save As:</u> click to create an exact copy of a Player Map – PMX will label "- Rename", which you can edit

Attach Q5: upload Q5 (or other document) to attach *❷* to a Player Map, then click "Download Q5"

<u>Print</u>: generates a print view of the Player Map, select your configured printer, and print for your records

✓ PDF: use Print to save a Player Map to PDF

✓ If you should receive a print error message, reopen the Player Map, click on any person, click update, save the Player Map, then print

<u>Print Notes:</u> generates a print view of all player & bridge notes, select your configured printer, print

<u>Print Messages</u>: generates a print view of all Messages (listing from oldest note first to newest),

select your configured printer and print

**Download JPG:** downloads Player Map in JPG format

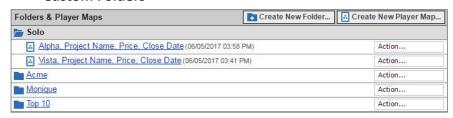
Delete: deletes Player Map permanently from account

Copy Contacts: directly above the PM name, a note will indicate if the PM is a "Standalone PM" (not linked to another PM), or linked to "Existing PM" (linked to the named PM), "Account" or "Opportunity" (linked to another SFDC account or opportunity) – add people previously input into PMX or Salesforce from the drop-down list under "Person" (note their PM data is copied)

# Folders, Share, Edit, Quali-5

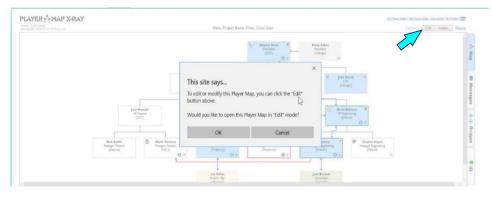
# **Working with your team on Player Maps**

### Custom Folders



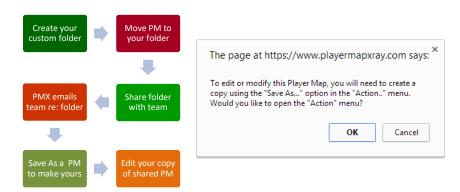
Organize Player Maps in up to 40 folders in your PMX filing cabinet: your Player Maps, key companies, your people, Top 10 pursuits, etc.

### Player Map Team Edit



Click "Edit" to edit a Player Map using Team Edit without sharing

### Player Map Sharing



Share Player Maps with your team by sharing folders with your team

### Quali-5 Project

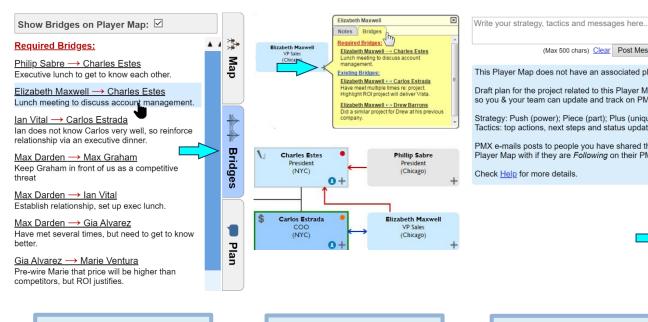
	, Project Name, Price, Close Date (match with Player Map title); ww	w (URLwebsite)	Name (key people who are actively engaged on project), Name, Nam	-	
Scope Text (one sentence overview of the project scope)  With					
Number State (client business reason for doing this project)					eted/ing
Technical: Text (client technical reason for doing this project)					et Owner
What	Value the client is looking for		Value we can deliver the client	Edge	Quantify
Name – Text (Player name and the result this Player is looking for)		1. Text (one se	Text (one sentence Value Proposition re: what we plan to deliver Player)		\$
2. Name – Text		2. Text	2. Text		make or
3. Name-Text		3. Text	3. Text		save via
4. Name – Text		4. Text	4. Text		value w
5. Name – Text		5. Text	5. Text		position
Story Client	, Project Name, Story (that illustrates the value that you will provide	ethis client)	Client Name (reference person c	lient can talk to), i	Name, Nan
When 11/11	/2X Milestones 1. Text (note the Top 3 most recent milestones a	chieved to date re: this client)	, 2. Text, 3. Text	Win Rate	XX% toda
Who	Strengths		Weaknesses		Ran
1. Company	ny Text (summarize your strengths)		Text (summarize your weaknesses)		#1-
2. Competito	petitor Text (summarize their strengths)		Text (summarize their weaknesses)		
3. Competitor Text (summarize their strengths)			Text (summarize their weaknesses)		
How		V-100110001			
Buying Steps Text (What steps will the client take to make a purchase for the project?)					
Buying Stops	Text (People, product, money or time concerns that could delay)	2004/00/04/			
Strategy	tt (note strategy as Push, Piece or Plus): Text (summarize your appr text	oach in one sentence on what	we have to do to offset key competitors to WIN project)		
Tactics				Owner	Due
1 Text (key tactics to address the Top 3 critical issues with the client, against competitors, or within your company – be specific on what you need to do to WIN)					11/11/2
1 Tex	2 Text				
	3 Text				
2 Tes	t				
2 Ter	rt tradditional tactics to help advance the project—if you have <i>more</i> t	han these five tactics then sin	nply add to your CRM, Outlook, etc. to ensure recorded)	drives	action

Quali-5 project to ensure you are prepared to win, attach to Player Map

# **Bridges, Plan and IQ Tabs**

## **Using tabs to brainstorm Player Maps**





(Max 500 chars) Clear Post Message Map This Player Map does not have an associated plan. Draft plan for the project related to this Player Map so you & your team can update and track on PMX. Strategy: Push (power); Piece (part); Plus (unique). Tactics: top actions, next steps and status updates. PMX e-mails posts to people you have shared this **Bridges** Player Map with if they are Following on their PMX.

Hover over the bridge and it is highlighted on the Player Map

Click the "Bridges" tab or "+" on "Our Team" to see bridges

Plan messages are e-mailed to people shared on Player Map

\* Turn on or off via the check box above

PIQ analyzes each Player Map in real-time and coaches you on ways you can improve your position with this opportunity.

Map

**Bridges** 

ឆ

- PMX Team

### Players:

- ₱ <u>Champion identified</u>: Excellent that you have a Champion(s), but do not take them for granted, and make sure you can help them achieve their
- Competitor identified: Could you convert them to your side? Can you minimize their negative impact? Should you consider going around

### **Bridges:**

Pridge to Source: Bridge to person who shares information, but may also share with competitors

### Value:

- ₱ Player Plan Value: Good that you have a Player Plan, but double-check that you are delivering value that clearly answers "Why work with you?"
- Pridge Players re: Value Package: Bridge the Business, Funds & Pen Power Players to discuss the payback timeframe, long term cost of ownership and the ROI your value package will
- Paridge Champion to Pen Power: Suggest your Champion bridges to Pen Power Player to share why they believe your value package is the best investment and why they should sign off on
- ₱ High Power Value: Make sure you address the value of the Players you gauge as High Power, as they will push for the value they want

Hover over IQ tip and person is highlighted on the Player Map

\* Click IQ tab to see real-time coaching

With Player Map open, Print IQ to use as your "coaching script"

\* Click "Action" button at top of page



If we can assist you with Player Map X-Ray please ping us at <a href="mailto:pmx@playermap.com">pmx@playermap.com</a> or 1.414.921.2550





www.playermap.com

For questions re: Salesforce®, contact your company's Salesforce® manager or call Salesforce® at 1-800-NO-SOFTWARE