

Buying Without Regrets: Games Salespeople Play and How to Avoid Them

Bruce Coopersmith Ed.D.



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In a marketplace where consumers are conditioned to tolerate—and accept—lies, deception, partial truths, and omission of facts, "let the buyer beware" has become stale advice from a bygone era.

The new key to survival, therefore, is training.

Helping customers regain control of the buying process and become informed and empowered shoppers, *Buying Without Regrets* follows in the vein of Robert Cialdini's *Influence* and is filled with concrete, readily applied strategies so that consumers have all the best C.A.R.D.S available to them—knowledge of **c**osts, choosing **a**lternatives, product **r**esearch, **d**ecision-power, and control of **s**cheduling. And, to protect those plans of action, skills like eliminating negative self-talk, buying contracts, behavioral rehearsal, and the use of cue words are laid out in simple step-by-step explanations.

Giving primary focus to "big ticket items"—the ones that produce the greatest amount of emotional and economic stress, *Buying Without Regrets* comforts, educates, and empowers the buyer by using the principles of cognitive behavior therapy to help put an end to the suffering, confusion, and aggravation thriving in the current marketplace.

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