# Product-GTM Alignment for Growth

Lauren Creedon



### Lauren Creedon Head of Product, Goldcast

linkedin.com/in/laurencreedon

# What you'll leave with today.



A diagnosis



A story



A toolkit

**The Problem** 

"We don't have product launches lined up to impact this year's sales and renewals.

**GTM Teams** 



"We scramble in Q4 to finish the year, and miss the chance to weigh in on the operating plan for next year."

**Product Teams** 



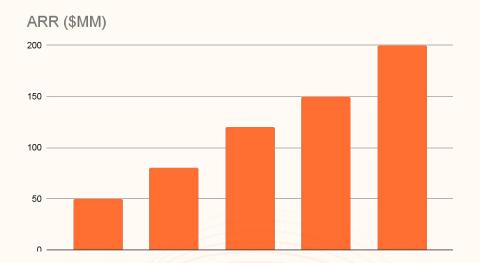
# What aligned growth sounds like:

*"Our 6-month roadmap* prioritizes the highest risks included in the forecast assumptions, and generates case studies for market launches."

*"Our 12-mo roadmap* is designed to tell a story about our competitive differentiators, and establish market leadership in a segment.

*"Our 18-mo roadmap* is designed to launch bigger bets, test assumptions for the 3-year forecast, and enter adjacent segments."

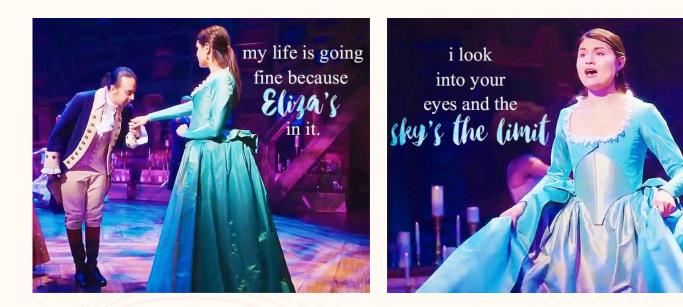
## What aligned growth looks like:





The Story

## Partnerships usually begin aligned.



A positive outlook

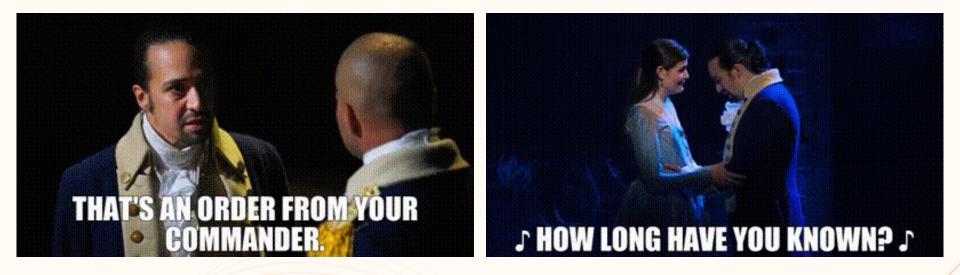
A shared vision

## But even the best partnerships devolve.





## **Strike 1: Top-down intervention**



Problem: Diagnosis: Solution:

### Resorting to top down intervention. Misaligned goals and constraints. Proactively listen.

## **Strike 2: Broken Trust**



# Problem:Broken trust.Diagnosis:Inconsistency and unreliability.Solution:Commit with integrity.

## **Strike 3: Abandonment.**





# Problem:Abandonment.Diagnosis:Taking risks without consent.Solution:Own the end-to-end journey.

**The Toolkit** 

## How we align with partners at Goldcast.



#### **Proactively listen.**



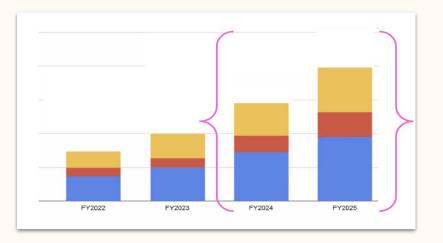
#### **Commit with integrity.**



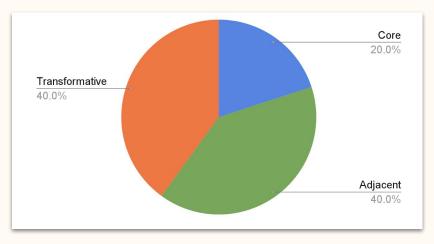
#### **Own the E2E journey.**

## 1. How we proactively listen:

Partner with GTM to understand the assumptions driving the operating plan.



Identify which assumptions require new products vs. positioning existing products.



## **Steps to proactively listen:**

#### Do:

- 1. Learn how teams across the business will measure success.
- 2. Identify cross-team dependencies for revenue goals.
- 3. Pick shared goals to align incentives.
- 4. Lean into past failures to learn about unmet needs.

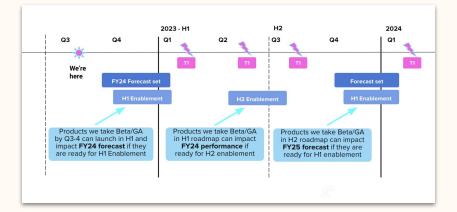
#### Don't:

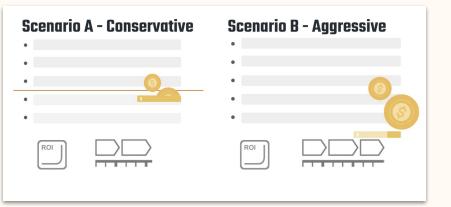
- 1. Claim ignorance.
- 2. Withhold information.
- 3. Measure only what's within your control.
- 4. Rely on, or wait for, leadership mandates to get things done.

## 2. How we commit with integrity:

Uncover seasonal revenue dependencies, and time Tier 1 releases on differentiators.







## **Steps to commit with integrity:**

#### Do:

- Identify the *big rocks*, and use investment scenarios to align on what you're committing to.
- 2. Release highest-risk value increments first.
- 3. Work backwards to plan for seasonal constraints.
- 4. Consistently check in on pacing.

#### Don't:

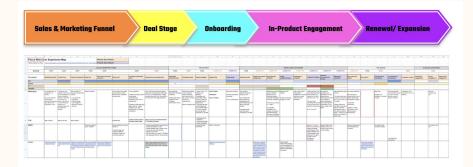
- 1. Overcommit.
- 2. Get tempted by distractions, or say yes to things that put commitments at risk.
- 3. Forget to check in.
- 4. Ignore red flags.
- 5. Point fingers.

## 3. How we own the end-to-end journey:

Align on an end-to-end customer journey. Measure goal pacing to spot and fix gaps.

Customer Stage	Awareness	Consideration	Orientation	Implementation	Engagement	Growth
Salesforce Stage	Initial Interest	Shape Demand/Proposal	Committed/PO	Closed Won		
Stage Owner	AE					
	SDR	SC	Сѕм			
				Implementation Team		
Desired Outcome	I think this	I am confident in	My org is	My org is set up	My org can't live	I want to expand
	product will solve a problem for my	the value of solving and want	confident we'll get value in our	to get value in our specific use case.	without it. Renewing next	our use of the product because
	organization.	to convince others.	specific use case and ready to buy.		year is a no-brainer.	of the value we received.

Enable teams like customers. Train on use cases and selling motions ahead of launch.



## **Steps to own the e2e journey:**

#### Do:

- 1. Align on what good looks like for the customer in every stage.
- 2. Identify steps to mitigate risks, with owners.
- 3. Treat customer teams like customers, and plan enough time to enable them.

#### Don't:

- Take risks that jeopardize other teams' outcomes without their consent.
- 2. Proceed into risky territory without a mitigation plan.
- 3. Assume your job starts after onboarding and stops at release.



## How our partnerships deteriorate.



#### **Top-down commands**



#### **Broken trust**



#### Abandonment

## How we build aligned partnerships.



#### **Proactively listen**



#### **Commit with integrity**



#### **Own the e2e journey**

## How aligned partners achieve growth:

"Our 6-mo roadmap prioritizes forecast risks"

"Our 12-mo roadmap tells a differentiated story"

"Our 18-mo roadmap launches bigger bets"

