



Decoding the Magic of Selling: A Review of Subroto Bagchi's *Sell: the Art, the Science, the Witchcraft*

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Subroto Bagchi, a well-known business thinker and co-founder of Mindtree, presents an original and compelling perspective on sales literature in his book *Sell: The Art, the Science, the Witchcraft*. As the title suggests, the book breaks down the complex selling process into three interconnected dimensions: art, science, and what Bagchi symbolically calls witchcraft. The book differs greatly from traditional Western sales manuals by combining narrative, emotional intelligence, and contextual subtlety based on Indian business reality.

Indian novelist, business leader, public servant, and entrepreneur Subroto Bagchi eventually describes himself as a salesperson. He co-founded the Internet startup Mindtree and has a background in political science. "Sell," "On Leadership and Innovation," "MBA at 16," "The Professional," "The High-Performance Entrepreneur," and "Go Kiss the World" are some of his best-selling books.

Bagchi's writing is not just a monologue of best practices, but it also represents decades of professional expertise. By using his own experiences, career

turning points, and failures, he reframes selling as a required human skill rather than a profession. He argues that everyone is a salesperson and that success depends on one's ability to influence and persuade others, whether one is a parent, employee, or company owner.

The best thing about the book is how easy it is to read. The book is structured into short chapters, often named after people Bagchi calls "druids" or wise instructors, and is broken up into digestible insights, each of which teaches a different sales lesson. For instance, one chapter examines how a young employee may convey the seriousness of a senior salesman by speaking clearly and sympathetically, while another discusses the nuances of dealing with rejection and shows how important it is to persevere without using violence.

This book is unique among Indian business literature since it balances practical ideas with philosophical profundity. Bagchi's treatment of the "witchcraft" element—which refers to the intangible components of a sales interaction such as timing, emotional



tone, and personal charm—allows the book to transcend mere technique. By making references to Indian culture and using instances from Indian workplaces, he makes the text approachable for Indian readers working in the private sector, particularly in IT and services.

Compared to typical textbooks, which employ formulaic approaches to buyer psychology and closing methods, Bagchi places a greater focus on self-awareness. "Sales is about physics, chemistry, and math—but chemistry matters the most," he states at the start of the book. Here, he highlights that the buyer-seller connection (chemistry) is more significant than the price (math) or the attributes of the product (physics). It's an effective metaphor for understanding how each transaction is psychologically based.

The chapter "The Druid Who Sold Without Selling" is a memorable account of a sales executive who closed business by building trust instead of employing pushy sales techniques. This chapter and many others remind us that customers purchase from people, not presentations. His ideas on failure, particularly how to see lost chances as teaching moments rather than failures, also reflect the psychological toughness required in modern corporate environments.

Bagchi also responds to the rapid changes in the sales sector in the digital age. He emphasises that today's customers are more knowledgeable than before. Because of this, the traditional sales funnel has to be updated, and consultative selling, storytelling, and building online credibility (via platforms like LinkedIn) are crucial. However, he warns against depending too much on digital appeal and reminds readers that genuine human connection cannot be replaced by anything. Sell's strength is its emotional depth, narrative clarity, and universal applicability, even if it lacks a lot of study or data. It sets itself apart by presenting sales as an emotionally informed, moral endeavour as opposed to a brutal competition. A certain authenticity that is usually absent from management literature is offered by Bagchi's humble, humorous, and honest personal voice. It should be mentioned, nonetheless, that the book has several shortcomings. For readers looking for a comprehensive guide on digital conversion metrics, CRM tools, or pipeline management, the book may appear a bit vague. Rather than being prescriptive, it serves as a compass for personal growth and self-discovery in the art of persuasion. Furthermore, because certain chapters assume past corporate exposure, they might not be as specifically designed for beginners



or students who are new to the sales sector.

Nonetheless, professionals employed in India's knowledge economy—which is distinguished by the prosperity of relationship-driven business models—will find this book to be quite pertinent. In the post-pandemic world, it equips the reader with soft skills like empathy, adaptability, narrative, and authenticity. These are particularly useful in B2B sales, education, entrepreneurship, leadership, and consulting.

The book is a helpful supplement to academic courses in communication, entrepreneurship, marketing, and organisational behaviour. Its rich anecdotal approach helps spark classroom debates on the intersection of business, ethics, and psychology. The book also adds to the growing corpus of Indian business literature that blends management and narrative art.

In conclusion, *Sell: The Art, the Science, the Witchcraft* is a fresh and incredibly

insightful contribution to the body of knowledge on persuasion, influence, and human connection. Subroto Bagchi's ability to draw significant lessons from simple stories makes the book pleasant to read and reflect on. Although it doesn't offer tools in the conventional sense, it does give the reader an inquisitive, reflective, and sympathetic mindset—possibly the most resilient tool in a salesperson's toolbox.

References

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