



Practice Activity

Capture a Client's Response Using the ValuePrompter®

Scenario

You've met with Susan, the CEO of a retail chain of stores. After asking the OPC questions you planned, you want to record her responses to those questions while your memory is fresh.

Objective

Demonstrate how the ValuePrompter® is used in posing deliberate OPC questions and capturing Susan's responses during the meeting, setting the stage for a productive follow-up session.

Instructions

1. Go through the Open and Probe questions along with Susan's responses in the Problem Box.
2. Add Susan's responses in the Problem Box containing Open and Probe questions to the ValuePrompter®.

Remember to include Confirm questions after your prospects share their thoughts. Confirm questions summarize what you have heard and repeat it back to the prospect, demonstrating active listening and ensuring mutual understanding.

Examples of Open and Probe Question Responses

Problem Box

Open Question:

Can you describe the specific challenges you're facing with customer retention?

Susan's Response: "We've been noticing a significant drop in repeat customers over the past six months. Our customer feedback surveys indicate dissatisfaction with our after-sales service, and many customers have mentioned that they don't feel valued after their initial purchase."

Probe Question 1:

Are customer complaints increasing due to these retention issues?

Susan's Response: "Yes, absolutely. Our customer service team has been overwhelmed with complaints about slow response times and unresolved issues. It's clear that our current support processes aren't keeping up with customer expectations."

Probe Question 2:

Is there a particular segment of your customer base that is most affected?

Susan's Response: "Our loyalty program members, who were once our most dedicated customers, seem to be the most affected. They've been voicing their dissatisfaction more vocally than our regular customers, which is concerning because they are a key segment for us."

Contact:

Business Issue / Individual Objective:

Anxiety Question:

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Problem

Open Question: Can you describe the specific challenges you're facing with customer retention?

Not more than 100 characters

Probe Question:

- Are customer complaints increasing due to these retention issues?

Not more than 100 characters

- Is there a particular segment of your customer base that is most affected?

Not more than 100 characters

Confirm Question:

Not more than 100 characters

OPEN

PROBE

CONFIRM

Solution

Open Question:

Probe Question:

-
-
-

Confirm Question:

OPEN

PROBE

CONFIRM

Value

Open Question: Add Open

BV Probe Question:

Add Probe

Add Probe

Add Probe

PV Question: Add Personal Value Question

Confirm Question: Add Confirm

OPEN

PROBE

CONFIRM

Power

Open Question: Add Open

Probe Question: Add Probe

Confirm Question: Add Confirm

OPEN

PROBE

CONFIRM

Plan

Open Question: Add Open

Probe Question: Add Probe

Confirm Question: Add Confirm

OPEN

PROBE

CONFIRM

When you're ready, return to the e-learning module to continue your learning journey.