

Practice Activity

Add the OPC Questions in the
ValuePrompter®



Objective

Practice adding questions in the ValuePrompter.

Instructions

1. Go through the examples of open and probe questions.
2. Add these questions under the Problem Category of the ValuePrompter.

Examples of Open and Probe Questions

- **Open Question:**
Can you describe the specific challenges you're facing with customer retention?
- **Probe Question 1:**
Are customer complaints increasing due to these retention issues?
- **Probe Question 2:**
Is there a particular segment of your customer base that is most affected?

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.

Business Issue / Individual Objective: |Add Business Issue or Individual Objective here|

Anxiety Question: |Add Anxiety Question here|

Problem

|Open Question: Add Open

Not more than 100 characters

Probe Question:

- Add Probe

Not more than 100 characters

- Add Probe

Not more than 100 characters

- Add Probe

Not more than 100 characters

Confirm Question: |Add Confirm|

OPEN

PROBE

CONFIRM

Solution

|Open Question: Add Open

Probe Question:

- Add Probe
- Add Probe
- Add Probe

Confirm Question: |Add Confirm|

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.