



Practice Activity

Explore the ValuePrompter® Tool

Objective

Practice adding questions in the ValuePrompter.

Instructions

1. Go through the examples of Open and Probe Questions.
2. Add these questions in the Problem Box of the ValuePrompter.

Open and Probe Question Examples

- **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 ask 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

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

Power

|Open Question: Add Open

Probe Question: Add Probe

Confirm Question: Add Confirm|

OPEN

PROBE

CONFIRM

Plan

PV Question: Add Personal Value Question Confirm Question: Add Confirm			Open Question: Add Open Probe Question: Add Probe Confirm Question: Add Confirm		
OPEN	PROBE	CONFIRM	OPEN	PROBE	CONFIRM

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