Stop Selling ○ Start Solving™

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.



ValuePrompter[®]

Contact: Add contact name here

Business Issue / Add Business Issue or Individual Objective here

Individual Objective:

Anxiety Question: Add Anxiety Question here

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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

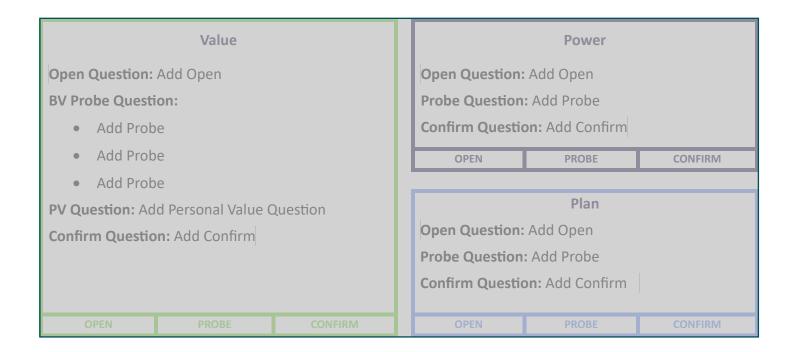
Open Question: Add Open

Probe Question:

- Add Probe
- Add Probe
- Add Probe

Confirm Question: Add Confirm





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

