# Stop **Selling** ➡ Start **Solving**™

# Practice Activity
## Craft Confirm Questions

## Objective:

To craft effective Confirm Questions that ensure mutual understanding and validate information gathered during sales conversations.

## Instructions:

Go through the definition and example of Confirm Questions.

Write a Confirm Question that follows the Open Question provided for each scenario provided in the template.

Ensure your questions summarize and validate what you have heard. Alternatively, use one of your own real-life sales situations.

**Growist**

# Definition of Confirm Questions:

Confirm Questions summarize what you have heard and ask the prospect to confirm if you understood them correctly and completely. They demonstrate active listening and help build trust by validating the information gathered.

Since Confirm Questions are based on what you have heard from your client, they cannot be written in advance. However, you can practice by writing hypothetical Confirm Questions. During your next call, ask Open and Probe questions until you gather the necessary information, then formulate and ask your Confirm Question.

# Example of a Confirm Question:

"Let me see if I got this right, you're facing challenges with...?"

## Scenario 1: Coaching Services

Your prospect talked about the importance of team motivation.

Prospect Statement: Team motivation is a top priority for us.

Write a Confirm Question:

Not more than 300 characters

## Scenario 2: Manufacturing Process

Your prospect highlighted the need for better quality control.

Prospect Statement: We need to improve our quality control processes.

Write a Confirm Question:

Not more than 300 characters

## Scenario 3: Software Implementation

Your prospect mentioned the necessity for user-friendly software.

Prospect Statement: The software needs to be user-friendly to increase adoption rates.

Write a Confirm Question:

Not more than 300 characters

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