

Effective Questioning and Listening

**How do you know
when someone is
NOT listening to you?**

**How do you know
when someone IS
listening to you?**

Tips On Active Listening

- Focus on the speaker / eye contact
- Listen completely before you respond
- Repeat key phrases
- Ask questions
- Avoid letting thoughts wander

Tips On Active Listening

- Let speaker know you are listening
- Keep your mind open
- Remove distractions
- Don't do other things

Session Objectives

- Discuss steps to take to determine a customer's needs
- Explore the difference between closed and open-ended questions
- Discuss when you need to ask questions
- Practice skills in active listening and asking questions

Video Presentation

Effective Questioning and Listening

Three Steps To Determine Customer Needs

- Ask Questions
- Listen Actively
- Confirm Understanding

Key Words For Open Questions

- When
- How
- Where
- Why
- Tell Me
- What

Key Words For Open Questions

- Do
 - Are
 - Which
 - Does
- Have
 - Or
 - Is
 - Has

Listening and asking questions in a courteous and caring way can enhance the service we give to customers and co-workers and can strengthen our relationships with them.

Communication is meaningful when it is UNDERSTOOD

One way to be understood or to
understand is to listen and ask
questions.

My Masterpiece

I am a good listener and I ask questions so
I can know what my customer needs.

Remember...

In order for us to be a successful organization in service to our external customers, we must first serve each other.



Next Topic...

Exceeding Customer Expectations