

FFA Ag Sale Contest – Pre-Call Planning Team Event.

Active Listening Techniques Examples:

1. Open Ended Questions: Ask questions such as
 - a. How...
 - b. What...
 - c. Where...
 - d. Who...
 - e. Why...
2. Summarize: Give a brief statement of the main points of what the customer stated.
3. Paraphrase: Express the meaning of what the customer says using different words to achieve greater clarity.
4. Reflect: Repeat a word or phrase from their sentence back to them.
5. Clarify: "Tell me more about it..."
6. Give words of encouragement:
 - a. "Go on..."
 - b. "I see..."
7. React: Acknowledge their situation: "So, you've had a hard time..."

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