



No Assumptions Questioning Tool

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Reversing

Answer a question with a question to clarify the intentions of the original question.

Softening Statement

Compliments and consideration for the question being asked. Share these before your reverse to keep your conversation casual and tone nurturing.

Expected Client Questions

What are the top 5 questions you are most likely to be asked?

Examples:

- | | | |
|--|---|--|
| • Can you lower your price? | > | Good question. Why did you bring that up? |
| • Can it be delivered by Friday? | > | I am glad you asked. Is that important to you? |
| • Do we have to include all our leaders? | > | That's an interesting question. If you were me, what would you do? |

Planned Softening Statement and Reverse

How will you respond to your expected questions?



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Reminders:

- Avoid answering statements like "I need you to lower your price."
- If you don't know exactly what someone is asking..... Clarify.
- No more assumptions.