



BUILDING CONNECTIONS

USING PROBING QUESTIONS



A QUESTION:

If you were a piece of pasta, would kind would you be?

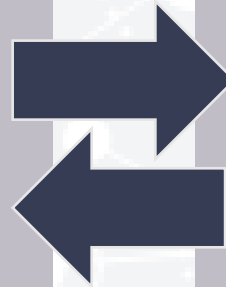
WHY IS CONNECTION IMPORTANT?

Connection Helps Us...

Understand customer concerns

Solve problems

Deliver high-quality
customer service



Connected Customers...

Keep accounts current

View us in a positive light

Recommend our services

Become repeat customers

WHAT WILL WE DISCUSS TODAY?

Our time together today will help you...

01

Understand the importance of probing questions in building connections.

02

Determine how to ask questions that are probing.

03

Develop a list of probing questions to find out why customers are delinquent.



SO WHAT ABOUT THE PASTA?

Use probing questions build connections!

WHAT ARE PROBING QUESTIONS?



Encourage Deep Thought

Follow-Up • Clarify • Learn More

Listen to Understand, Not Respond



OPEN VS. CLOSED QUESTIONS

Open Questions

Encourage a detailed response

How • What • Why

Closed Questions

Answered with a simple reply

Yes/No • True/False • Multiple Choice



TO SUMMARIZE:

Using probing questions can help us find out why customers become delinquent by building connections and learning more details.

LET'S PRACTICE!

In your group, develop a list of probing questions you can ask a customer to get more information about their reason for becoming delinquent.

Remember:

- Use open questions (what, why, how) to follow-up, clarify, and get more details.
- Listen to understand!





**THANK
YOU!**

Contact your supervisor with
any questions or concerns.