



Too often, agents ask clients closed-ended questions that only require a yes or no response. In doing so, they miss the opportunity to learn more about the client's wants and needs. This simple game helps agents see how much more information they receive when asking a few open-ended questions.

### Game Description

Teams of two agents will receive a box with a mystery item inside. One agent will take a peek at the object. The other agent will try to guess what is in the box by asking five closed-ended (yes/no) questions. If after the five questions they are unable to guess, they can ask three open-ended questions. The goal is to illustrate the wealth of information that can be obtained from open-ended questions.

### Instructions

#### 1. Prepare Your Boxes

- a) Estimate how many agents will attend the meeting and prepare one mystery box for every team of two. As a precaution, have an extra box or two on hand.
- b) Place a random object in each box. Look for unusual items that might be challenging to guess. Ideas to consider:

- Plastic spider
- Lockbox
- Old flip phone
- Hair scrunchie
- Gummy worms
- Dog bone
- Jar of spices
- Baseball card
- Candle
- Roll of toilet paper
- Phone charger

- c) *Optional:* Add an element of fun by asking the agents' kids to decorate the boxes.

#### 2. Game Delivery

- a) Play the "[What's in the Box ?](#)" video. Pause the video when instructed.
- b) It is recommended to award a small prize to the first team to guess their object correctly. You may also want a "booby" prize for the last team to guess correctly.
- c) At the end of the game, ask the agents to share a time when they successfully used open-ended questions with a client and how it impacted their interaction.