What's in the Box?

Spark & Logic

FACILITATOR REMARKS:
Today we are going to play a simple game that will help us learn how to gain useful information from clients by asking insightful questions.

We will form teams of two. Each team will receive a box containing an unknown object. One of you will take a peek in the box and the other will try to guess the object by asking questions.
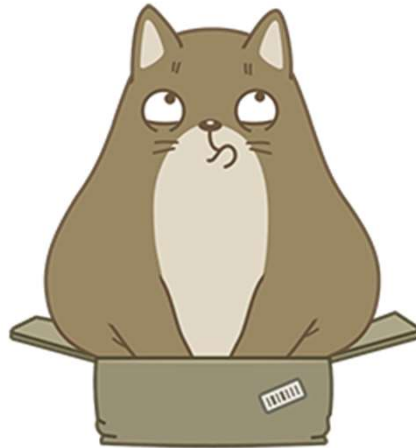
Let's get started!

STEP 1 Form Teams of Two

FACILITATOR INSTRUCTIONS:
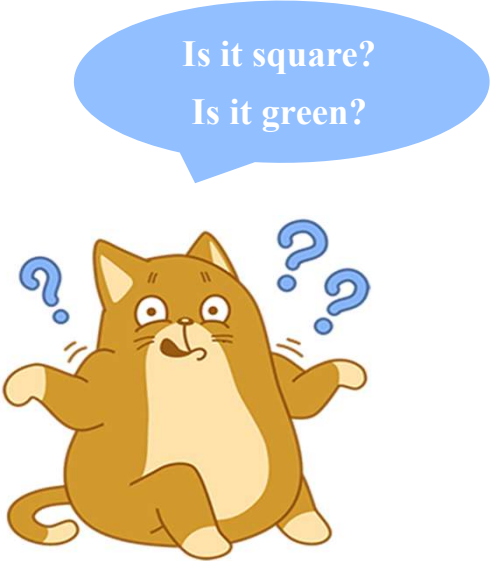*Have your agents partner up.*

STEP 2

One teammate secretly looks in the box. *Don't let your partner see the object!*

FACILITATOR INSTRUCTIONS:
Have ONLY ONE teammate look in their box.

STEP 3

Teammate two attempts to guess what's in the box by asking their partner **5 closed-ended yes/no questions.**

Speech bubble: Is it square? Is it green?

FACILITATOR INSTRUCTIONS:
The second teammate will ask 5 closed-ended (yes/no) questions to attempt to guess what is in the box.

STEP 4

Still don't know what's in the box? Try asking **3 open-ended questions.**

Why would I use this?
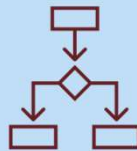
How does it work?
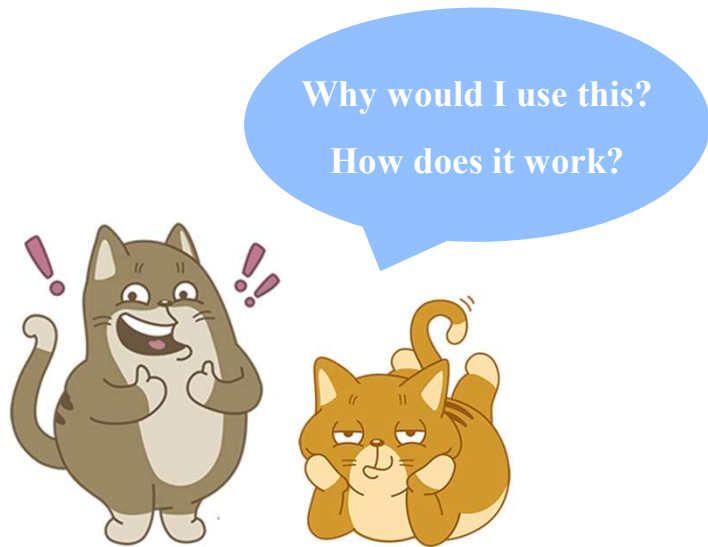
FACILITATOR INSTRUCTIONS:
- *If the team isn't successful after 5 closed-ended questions, the guesser can now ask 3 open-ended questions.*
- *These questions demonstrate why asking clients open-ended questions can provide them with more information than closed-ended questions.*

Advantages of Open-Ended Questions

Additional Information	Decision Process Insight	Authentic Relationships

FACILITATOR REMARKS*:*
As you can see from playing this game, you receive a lot more information when asking a few open-ended questions as opposed to a lot of closed-ended questions.

Asking your clients open-ended questions has many advantages.
- <CLICK> You gain additional, important information that you may not have thought to ask for.
- <CLICK> You gain deeper insight into your client's motivations and their decision-making process.
- <CLICK> Finally, when you ask open-ended questions starting with your first interaction right through the closing, you establish an authentic relationship and gain a client for life.

FACILITATOR INSTRUCTIONS:
Consider asking your agents to share a time when they successfully used open-ended questions with a client and how it impacted their interaction.