

Name: _____

Match the PSP Term

- | | |
|--|-------------------------|
| 1. A direct appeal to practical reasons | A. Focused Listening |
| 2. Answers the question of, "Why is the customer calling?" | B. Ben Duffy |
| 3. Answers the question, "How will we both benefit from spending this time together?" | C. Responsive Listening |
| 4. A direct appeal to personal reasons | D. Magic Wand |
| 5. We use this to demonstrate empathy | E. Catch-All |
| 6. Answers the question, "How will we proceed?" | F. Process Statement |
| 7. "Do you own your own home?" Is an example of what kind of question? | G. Feeling-Finding |
| 8. "How do you feel about our quote process?" Is an example of what kind of question? | H. Purpose Statement |
| 9. "Who has the best/worst service?" Is an example of what kind of question? | I. Benefit Statement |
| 10. "In a perfect world, what would you look for in a policy?" Is an example of what kind of question? | J. Advantage Statement |
| 11. "Would you be more specific?" Is an example of what kind of question? | K. Fact-Finding |
| 12. "Is there anything else that you have heard about us?" Is an example of what kind of question? | L. Best/Least |
| 13. Paraphrasing is a form of what kind of listening? | M. Payoff Statement |
| 14. Using follow-up questions is a form of what kind of listening? | N. Empathetic Listening |
| 15. Note-taking is an example of what form of listening? | O. Tell Me More |