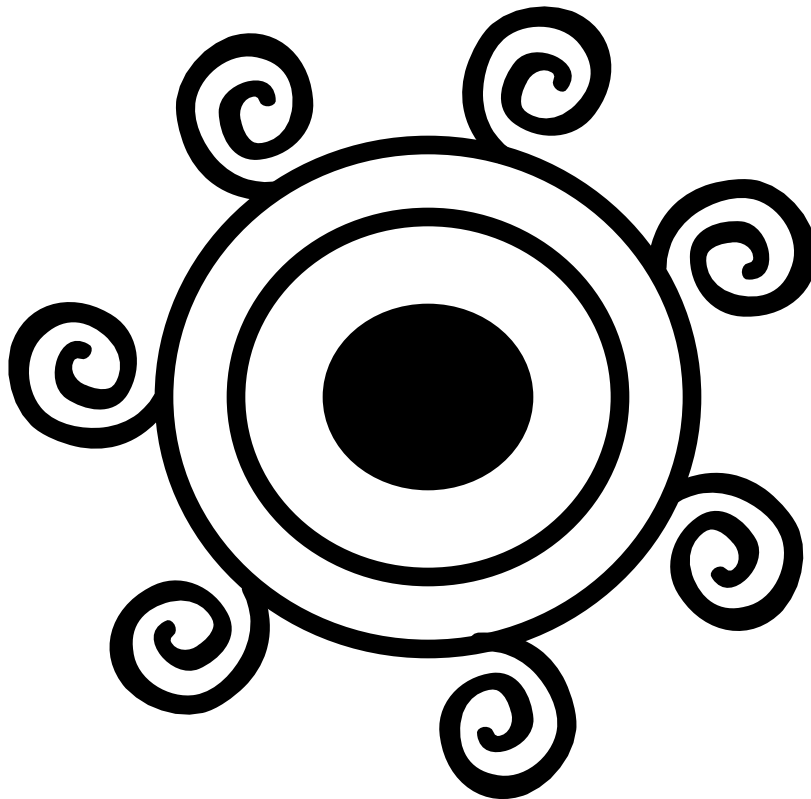


Listening Activity

Objective: to demonstrate the value of asking questions to ensure clarity.

Directions: Ask a volunteer to describe the picture below *with words only*. They are not allowed to interact in any way with the audience. (I usually have them turn so that they are not facing the audience.) The audience is not allowed to ask any questions. After a minute or two, compare the audience pictures to the original picture.



Debrief:

- Why didn't your pictures turn out like the original?
- How would it have been different if you could ask/respond to questions?
- (To the volunteer) Was this experience frustrating for you and why?
- How can this lesson be applied to your sales interactions with members?