

**ON - THE - JOB TRAINING RECORD
CONTINUATION SHEET**

Date of Training: _____

Lesson Category: Asking the Right Questions & Listening

Lesson Title: Five Secrets to Being a Great Listener

Student Materials/Activities:

1. Students were instructed to listen to the audio "Five Secrets to Being a Great Listener."
2. Students were instructed to complete the Sales Success Worksheet.

Learning Objectives:

1. To learn about five secrets to becoming a great listener.
2. To have each student pre-prepare five questions they will ask during their next sales interview.
3. To have each student record and summarize the answers they hear from the five pre-prepared questions.
4. To have each student discuss how having pre-prepared questions impacted the interview process.

Lesson Outline:

1. Identify and discuss the five secrets to becoming a great listener that are mentioned in the audio.
 - a. Number 1: Have pre-prepared questions – If you are sitting there thinking about what you are going to ask your lead or applicant next, you're not listening to what that lead or applicant is saying now. Pre-prepared questions also ensure you don't forget to ask about the person's personal goals, interests, problems, difficulties, experiences, availability, influencers in their lives, etc.
 - b. Number 2: Write down the answers – Ask permission to ask questions and permission to take notes. It's a sign of respect and differentiates you from other recruiters. When you're writing down notes about the person's answers, it forces you to continue to listen carefully.
 - c. Number 3: Ask feedback or reflective questions – They help you get valuable information about whether or not your presentation is on target. Feedback questions help you determine if your recommendations are acceptable. Reflective questions help summarize what the other person said and let you know if what you heard was correct. For example, "What I heard you say was... Is this correct?"
 - d. Number 4: Listen for concept, tone and emotion – Don't try to isolate specific things, or major in minors, getting caught up in one or two statements the lead or applicant makes. Look for the overall concepts of why this person is interested in joining the Air Force Reserve. Listen to their tone and watch their emotions as they talk with you.
 - e. Number 5: Rephrase what the lead or applicant said by issuing a summary statement – Paraphrase back to person what you believe they said and ask if you are correct in what they said and meant.
2. Using the Sales Success Worksheet, participants were asked to write down five pre-prepared questions they would use during their next sales interview.
3. Using the Sales Success Worksheet, participants were asked to record and summarize the responses they received from their five pre-prepared questions.
4. Using the Sales Success Worksheet, participants were asked to discuss how having pre-prepared questions impacted the interview process.

LAST NAME - FIRST NAME - MIDDLE INITIAL