



WHAT THEY LOVE TO HEAR

A 60-minute Webinar



1. There are certain needs that we all tend to have when interacting with others: to feel

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2. So that others feel heard, we also need to be intentional about what they _____.

3. When thinking of words or phrases they love to hear, how many can you come up with?

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4. Which two or three (or more!) could you use more often to make sure others feel valued, appreciated, and heard?

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5. What are some "less audible" (or less obvious) things that people love to hear?

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6. How can you show your customers that you really hear them?

a) maintain_____

b) be sure to_____

c) be aware of your_____

d) notice your own_____

e) ask_____

7. What do you suppose they don't want to "hear"?

What are 2 things I will do differently because of what I've learned today? Be specific!

1)_____

2)_____

What difference might these changes make?

Who can hold me accountable?_____