



# Types of Questions

## **Results-Oriented**

“Are you looking for ways to increase net profit and sales?”

## **Open-Ended**

“How do you feel about our terms, Mr. Jones?”

## **Closed**

“When will a decision be made on this, Ms. Martin?”

## **Relationship-Enhancing**

“I’ve learned I really can’t help my clients unless I understand their goals. Would you please share some of your goals with me?”

## **Confirming**

“You stated that timely deliveries are very important to your production crew. I understand this is your first priority, correct?”