

quick tips

5 Tactics to Get a Quick Response

If you're in a client-facing position or working with trainees often, it's crucial to be engaging and generate responses quickly. These simple methods will grab people's attention from the get-go.

1

Use fewer words.

Listeners typically focus for just eight seconds on average, so using your words efficiently is important.

2

State their name.

Start by saying the person's name, such as: "Kerri, do you have time to talk?"

3

Leverage emotions.

Incorporate warm, inviting words. Show enthusiasm, smile, make eye contact, and offer a welcoming gesture.

4

Add a hook.

A story, solution, incentive, warning, or bold statement can hook in listeners. Avoid dull openings; instead, create urgency or curiosity.

5

Ask questions.

Use a direct or thought-provoking question. Let them know you're actively listening to them instead of following a script.



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