# Uncover Needs and Goals Together
## Course Syllabus

## Course Overview

### Description

Most sales people feel pressured to skip Needs Audit; they want to go straight to Solution Presentation and hope they get it right. This decreases the odds of success. Uncover Needs and Goals Together will show you how to start with a hypothesis, then ask probing questions to uncover the reality of the prospect's status quo in order to set you up to make the most compelling offer you can.

**Duration:** Approximately 10 min

### Objectives

After you complete this course, you will be able to:
- Name the purpose and plays of the Needs Audit routine
- Order the Need Audit queries
- Ask probing discovery questions
- Prepare a customized Needs Audit Play for a current or potential prospect
- Build a hypothesis about a prospect's needs and likely solution

### Required Materials

The course contains all required materials. No additional materials are necessary.

## Course Outline

### Introduction
- Course overview
- Course objectives

### Module 1: Purpose
- Purpose of the Needs Audit
- Fill your pipeline
- OPEC

### Module 2: Opportunity

- Status Quo
- Vision
- Likes
- Frustrations
- Decision Maker
- Budget/Ability
- Problem Queries

# Course Administration

### Earning Your Certificate

The course provides you with multiple attempts to pass the final assessment. You must receive a score of 70% or better to receive your Certificate of Completion. If you do not pass the assessment, it is recommended that you review the course and accompanying materials before you retake the assessment.

### Completion Deadline

You have 12 months from the subscription date to complete the course. You may complete the course at any time during this period.

### Policies

All learners must be honest and forthright in their professional development activities. Learners are expected to complete their own coursework.

### Course Evaluation

After you have earned your certificate, you will have an opportunity to provide feedback that assists the design and development team with course improvement.

### Course Contributions

AllRegs® by Ellie Mae courses are developed through the combined efforts of industry experts, instructional designers, and course developers.

### Technical Requirements and Support

You must have an Internet connection and an Internet browser that supports the course files. Refer to the Ellie Mae Academy FAQs to ensure your browser supports our courseware, and to address any additional questions you may have.

### Course Help

For additional assistance, email learning@elliemae.com. Please provide the following details:

- Course title
- Related screen number(s)

- Browser and version
- Your contact information