

Discovering lessons learned with consult partner - Feedback summary

What went well:

1. Demonstrated curiosity by asking about specific challenges faced in previous transformation initiatives, such as staff burnout, union resistance, and patient concerns about data privacy.
2. Asked relevant follow-up questions to deepen understanding, like requesting more details about the RPA solution when Sam mentioned it as part of their integration approach.
3. Practiced active listening by building subsequent questions based on Sam's responses, particularly when asking about organizational alignment challenges after discussing technical solutions.

Areas of improvement:

1. Questions could be more focused and clearly articulated - several questions were vague (e.g., "yeah all all the all of them") or incomplete, making it difficult for Sam to provide targeted insights.
2. Could improve questioning technique by framing questions more concisely - many questions contained multiple parts or rambling context that made the core inquiry difficult to identify.
3. Missed opportunities to synthesize information across Sam's responses to form more strategic questions that connect technical, organizational, and financial aspects of AI implementation.