FINAL REPORT

Score Totals

Name	Score	Total
Motivating Level 2	16	21
Empathy Level 2	12	21
Sentiment/Keyword Match Score	14	21
Aligned to best practice score	12	21
Persuasion- Win/Win mindset Level 2	2	21

Conversation Thread

Sheela, I received your email. You and I have been working together for so long. And you have so much experience with different processes. So I wanted to meet you and discuss your request in person.

Score: ★★

I guess this is because of the near misses in the last few months. Sheela, this happens to the best of us. We are all humans. You have handled much tougher processes in the past, so why do you want to move out of this one?

Score: ★★★

I agree that mistakes have been made, but who doesn't make mistakes? As long as you know how to avoid them in the future it is fine, right? Do you know what caused these mistakes?

Score: ★★

OK, it's good you know the reason for the mistakes. So can you ensure that this is not repeated in the future? You must be more confident in the process now that you have worked on it for some time.

Score: ★★

True, further mistakes will mean I will have to place you on a performance improvement plan. I would hate to see that happen to a good employee like you.

Score: ★★

Would getting formal training help? Maybe we can train you again on the process?

Score: ★★

OK. So think of how you can build credibility and confidence again.

Score: ★★