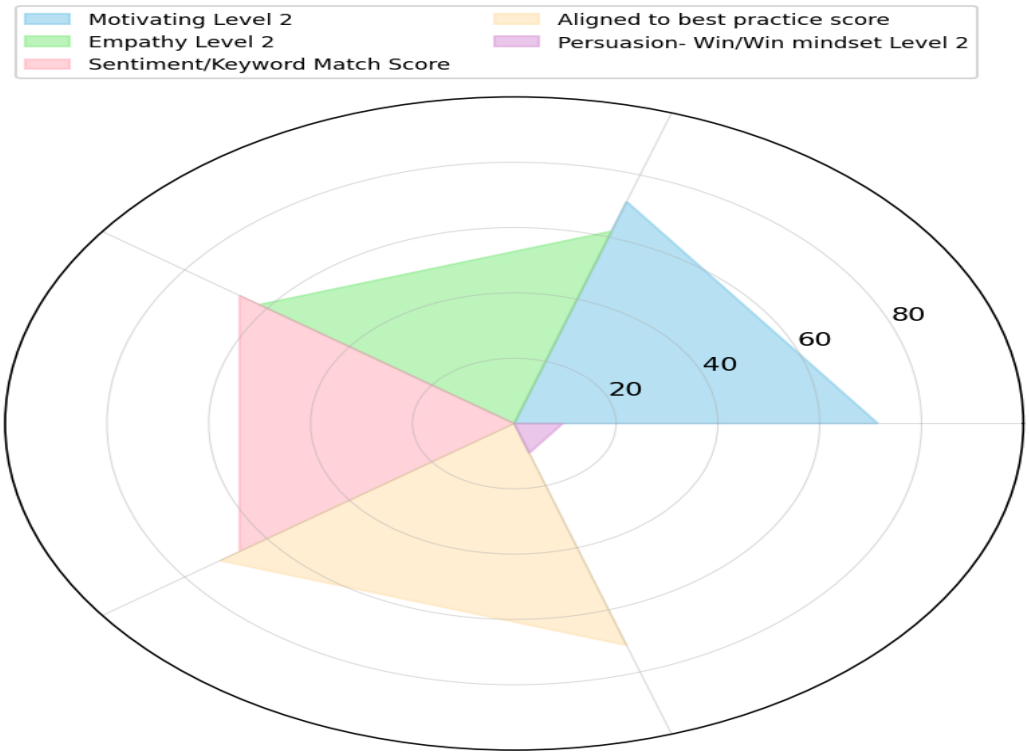
FINAL REPORT



Score Totals

Name	Score	Total
Motivating Level 2	15	21
Empathy Level 2	13	21
Sentiment/Keyword Match Score	14	21
Aligned to best practice score	15	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: ★★

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: ★

Sheela, glad to hear that your performance is so important to you. So, even more, the reason that you should not move to another process without giving your best. So, can you think of why these mistakes happened?

Score: ★★

Good to see you know the reasons. Let's fix the training first and get that done soon. About losing confidence, it is normal and you can change that. Take it as a challenge. What else do you think you can do?

Score: ★★

Yes, it may result in that, and I can understand that this may be worrying for you. I am there to help avoid that, and you have shown you can come up with good ideas. I want you to now analyse your near misses and understand what went wrong there.

Score: ★★★

I can try for one more month and then I want to move back.

Score: ★

Look, let's plan for the next 1 month on what you can do and then you can decide on what to do?

Score: ★★