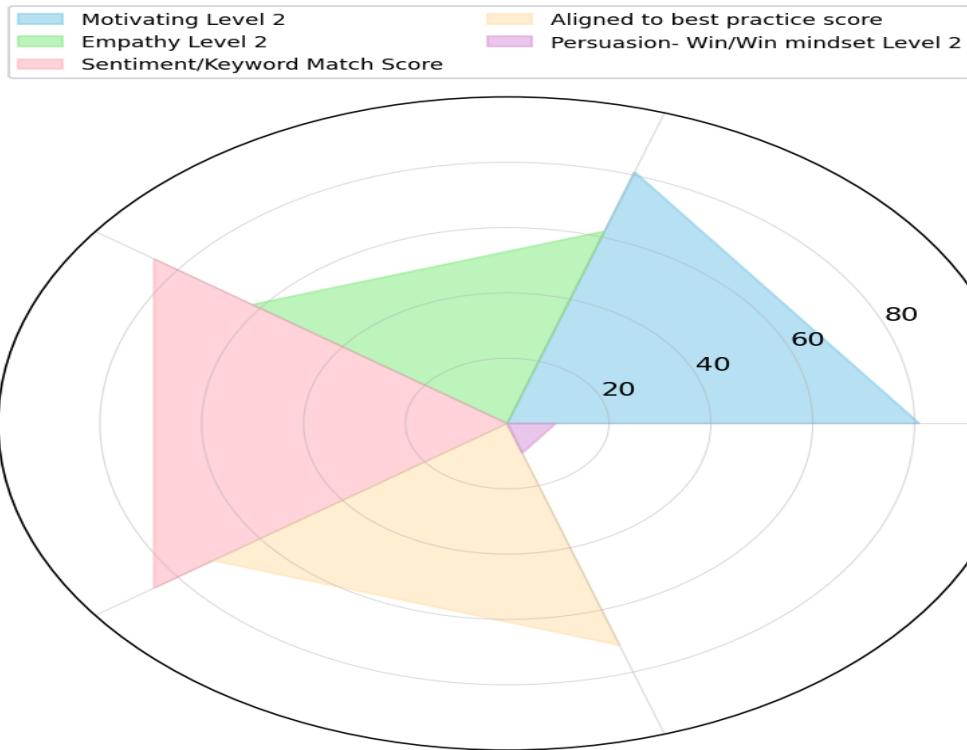


FINAL REPORT



Score Totals

| Name | Score | Total |
|-------------------------------------|-------|-------|
| Motivating Level 2 | 17 | 21 |
| Empathy Level 2 | 13 | 21 |
| Sentiment/Keyword Match Score | 18 | 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: ★★

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: ★★

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 feel we need to improve both skills and confidence. Let's get the training redone. What else can I do to support you?

Score: ★★

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

Score: ★★