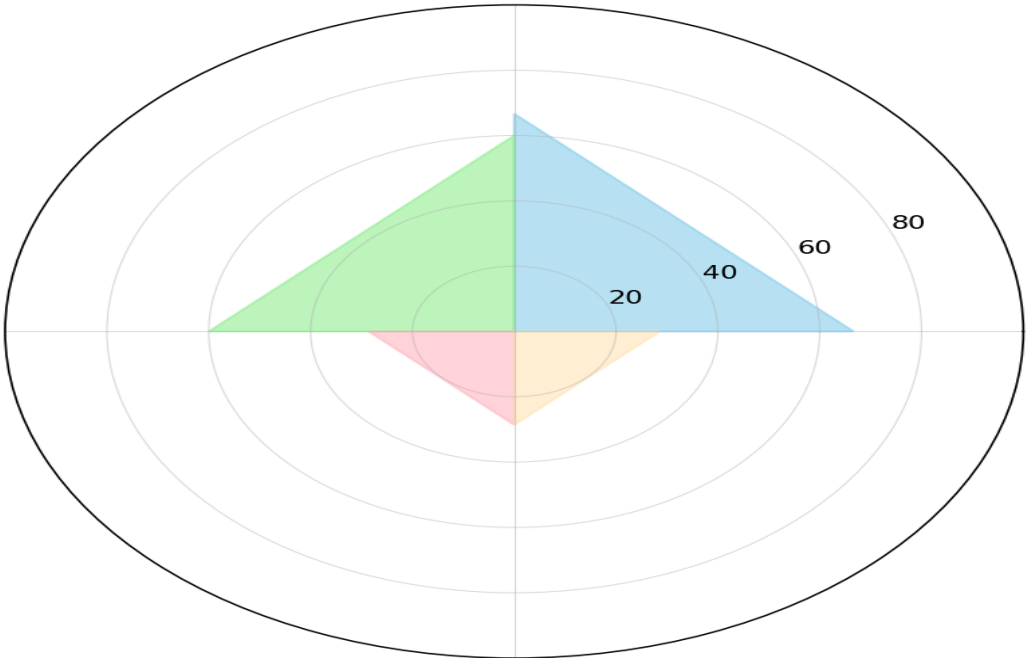


# FINAL REPORT



## Score Totals

Name	Score	Total
Motivating Level 2	14	21
Empathy Level 2	3	5
Questioning Level 2	6	21
Persuasion- Win/Win mindset Level 2	6	21

## Conversation Thread

Sheela, I got your email. I am shocked at your request to move out of this new process. I wanted to discuss it with

Score: ★

I know this is because of the near misses you had. I am with you and know that people make mistakes. These hav

Score: ★

Don't worry. I am there to help. But I won't hide the facts. Yes, these could have been big losses and could have c

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

Score: ★

True, further mistakes will mean I will have to place you on a performance improvement plan. I would hate to see t

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: ★