

REFLECTION SUMMARY

You focused on identifying the customer's initial concern and recognized that their hesitation went beyond just price, showing an awareness of underlying issues.

KEY INSIGHTS (Self-Awareness)

Depth of Understanding	You noticed that the customer's concern evolved from price to a deeper uncertainty about their choice.
Observation	You paid attention to shifts in the customer's expressed concerns during the conversation.

REFLECTIVE COACHING QUESTIONS

- ? What specific signs or words indicated to you that the customer's hesitation was deeper than price?*
- ? How did you explore these deeper concerns during the interaction?*
- ? What might have happened if you had asked more open-ended questions about their feelings or needs?*

SKILL FOCUS AREAS

Active Listening	Enhance your attention to subtle cues and underlying emotions.
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Open-Ended Questioning	Use questions that invite the customer to share more about their thoughts and feelings.
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PRACTICE PLAN

- Before responding, ask at least two open-ended questions to explore the customer's perspective.
- Listen for emotional cues or changes in tone and reflect them back to the customer.
- Pause for a few seconds after the customer speaks to allow them space to elaborate.

LEARNING OUTCOME

With continued focus on curiosity and open-ended questioning, your conversations will uncover deeper customer needs, leading to more meaningful and supportive interactions.