

Coaching & Performance Development Report

[R] LEARNING REFLECTION

User described a customer interaction as having no issues, prompting exploration into underlying customer needs.

LAYER 2: THE NARRATIVE

AI Sentiment Curve:

Neutral -> Curious

GREEN LIGHT MOMENT

User acknowledged no issues but was open to exploring deeper customer feelings.

RED LIGHT MOMENT

User response was unclear and did not describe the interaction details.

The 'Think-Aloud' Reveal:

When you said: "Turn 4 where user states 'There is no issues.'"

I thought: "User may be avoiding deeper reflection or unsure how to articulate customer needs beyond surface level."

LAYER 3: THE BLUEPRINT

Micro-Correction:

Instead of stating 'There is no issues,' try exploring by asking yourself, 'What might the customer be feeling or needing beyond what is said?'

Shadow Impact:

Avoiding deeper exploration may limit understanding of customer needs, reducing ability to build rapport and offer tailored solutions.

Actionable Homework:

- Practice pausing for 2-3 seconds after a customer speaks to notice unspoken cues.
- Use open-ended questions to explore customer feelings, such as 'Can you tell me more about what brought you in today?'
- Reflect on past interactions and identify moments where deeper needs were uncovered by listening carefully.