[R] LEARNING INSIGHTS

The coaching session revealed a shift from a feature-focused approach to exploring the staff member's needs, uncovering key insights for skill development.

LAYER 2: THE NARRATIVE

AI Sentiment Curve:

Concerned -> Defensive -> Supportive -> Cooperative

GREEN LIGHT MOMENT
Trust gained when the staff member expressed a need for help during peak hours.

RED LIGHT MOMENT
Leverage lost when the staff member responded defensively about slow traffic.

The 'Think-Aloud' Reveal:

When you said: "When the user said 'Look, traffic has been slow. It's not my fault.'"

I thought: "The defensive response indicated resistance; a deeper needs exploration was necessary to re-engage."

LAYER 3: THE BLUEPRINT

Micro-Correction:

Instead of focusing on sales numbers immediately, try exploring the staff member's feelings and challenges first to build rapport.

Shadow Impact:

Without shifting from a feature-focused to a needs-based approach, staff may feel misunderstood and disengaged over time.

Actionable Homework:

- Practice using open-ended questions to explore underlying needs before discussing performance metrics.
- Implement 2-3 second pauses after asking questions to allow the staff member to think and respond fully.
- Focus on value-based communication by linking support offers directly to the staff member's expressed challenges.