

[>] PERFORMANCE ASSESSMENT

The participant demonstrated moderate effectiveness in establishing psychological safety and empathy, which gradually shifted the conversation from defensiveness to collaboration. However, opportunities remain in improving questioning techniques and deeper exploration of root causes.

- > EMOTIONAL ARC: Skeptical -> Collaborative
- > SESSION QUALITY: High engagement with clear learning moments
- > KEY THEMES: Active listening | Empathy building | Psychological safety

CONVERSATION ANALYTICS

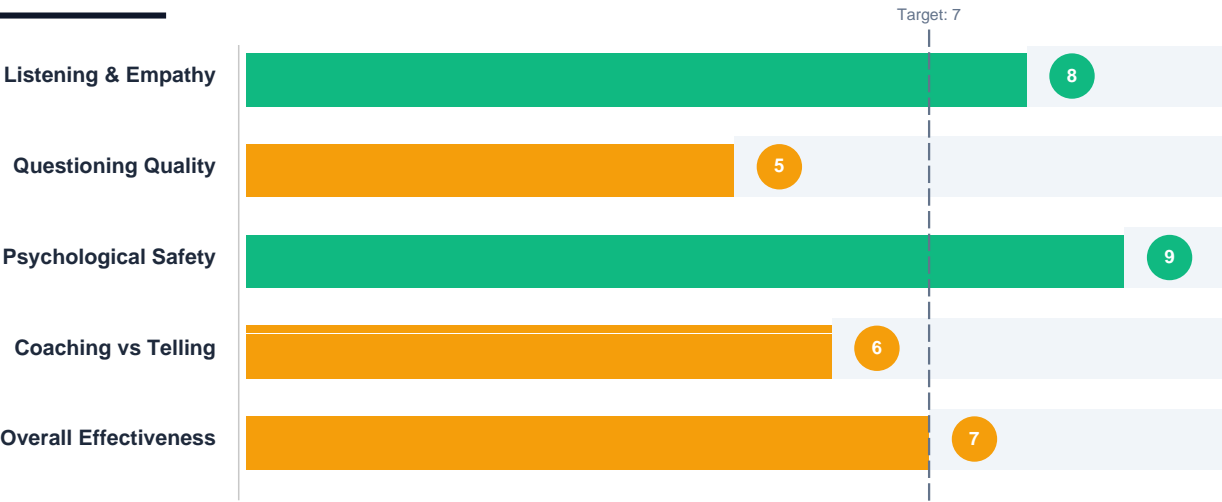
Total Exchanges	Talk Time Balance	Question/Statement Ratio
7	55% User	0.2
Emotional Progression	Framework Adherence	
Started cautious, became more open	Moderate adherence to ADKAR principles with focus on Awareness and Desire	

SKILL DIMENSION ANALYSIS

DIMENSION	SCORE	INTERPRETATION	IMPROVEMENT TIP
Listening & Empathy	8/10	Demonstrated understanding and validation of feelings, which helped reduce defensiveness.	Continue to acknowledge feelings explicitly and paraphrase to deepen understanding.
Questioning Quality	5/10	Relied mostly on statements and reassurance rather than open-ended questions to explore root causes.	Incorporate more open-ended questions such as 'What do you think is contributing to the workload pressure?' to encourage deeper reflection.

Psychological Safety	9/10	Maintained a non-threatening, supportive tone that helped ease initial defensiveness.	Continue to emphasize support and avoid blame to maintain safety.
Coaching vs Telling	6/10	Primarily focused on reassurance and validation, but did not sufficiently engage in coaching dialogue to explore options.	Ask 'What options do you see for managing workload?' before suggesting solutions.
Overall Effectiveness	7/10	Established a good foundation of trust and empathy but could deepen engagement through better questioning and coaching techniques.	Focus on one coaching skill at a time, starting with open-ended questioning.

SKILL ASSESSMENT VISUALIZATION



SUCCESS MOMENT

""I hear you. I want to be clear right away. This is not a disability conversation...""  
Impact: Helped shift the conversation from skepticism to openness.  
Replicate by: Begin coaching conversations by explicitly stating purpose and affirming the employee's contributions.

IMPROVEMENT AREA

""Thank you for being open. That steak, honestly, I really appreciate it.""  
Try instead: Maintain careful language and avoid informal slips to preserve credibility.  
Prevent by: Slow down speech and review key phrases mentally before speaking.

## STRENGTHS IDENTIFIED

### > Safety Creator

Created a psychologically safe environment by clarifying intent and avoiding blame.

## IMPROVEMENT AREAS

### -> Leading Questions

Over-relied on reassurance and statements rather than open-ended questions.

## PERSONALIZED LEARNING PATH

### \* Open-ended questioning

Priority: High | Week 1-2

### \* Pause management

Priority: Medium | Week 3-4

## ACTIONABLE RECOMMENDATIONS

- IMMEDIATE ACTION:**  
**NEXT PRACTICE:**  
**FOCUS AREA:**
- Incorporate more open-ended questions to explore root causes.

Practice 'Active Listening' and 'Open-ended Questioning' drills.

Questioning techniques and maintaining psychological safety.

*Timeline: 2-week focused practice period.*

*Success Metrics: Increase open-ended questions by 50%, reduce directive statements by 30%.*