

REFLECTION SUMMARY

You focused on acknowledging the customer's emotions and providing clear, step-by-step explanations with relevant examples. You also paused to check understanding and invited questions, which helped shift the customer's perspective.

KEY INSIGHTS (Self-Awareness)

Empathy	You made a conscious effort to validate the customer's feelings, which helped build rapport.
Clarity	You prioritized clear communication by breaking down complex information into simple terms and using relevant examples.
Engagement	You invited the customer to ask questions and paused to check their understanding, fostering a two-way conversation.

REFLECTIVE COACHING QUESTIONS

- ? *How did acknowledging the customer's loyalty influence their openness during the conversation?*
- ? *What might happen if you explored the customer's concerns with more open-ended questions before explaining?*
- ? *In what ways could pausing longer after your explanations deepen the customer's understanding?*

SKILL FOCUS AREAS

Active Listening

Continue to focus on hearing not just words but underlying feelings and concerns.

Open-Ended Questioning

Use questions that invite the customer to share more about their experience and needs before offering solutions.

PRACTICE PLAN

- Begin conversations by asking at least two open-ended questions to understand the customer's perspective.
- Pause for 3 seconds after the customer speaks to absorb and reflect on their words.
- Acknowledge emotions explicitly before moving into explanations.

LEARNING OUTCOME

With continued focus on curiosity and active listening, your interactions will feel more collaborative and responsive, helping customers feel truly heard and supported.