

# Coaching Effectiveness Report

Manager coaching staff in retail store



AI as Staff



You as manager

## Overall Coaching Effectiveness

6.8/10

**Good progress. Let's level it up.**

Keep practicing to unlock even better results.

### Score

Listening and Empathy	<div style="width: 75%;"></div>	7.5/10
Questioning Quality	<div style="width: 60%;"></div>	6/10
Psychological Safety	<div style="width: 80%;"></div>	8/10
Coaching VS Telling	<div style="width: 55%;"></div>	5.5/10

### Strengths Identified

- Created a safe space for dialogue
- Avoided blame language
- Allowed staff to self-reflect

### Improvement needed in

- Asked leading questions instead of open questions
- Moved to solutions too quickly
- Missed opportunity to clarify commitment

### Suggested Tips

- Use more "What" and "How" questions
- Pause longer after staff responses
- Ask for a self-generated action plan

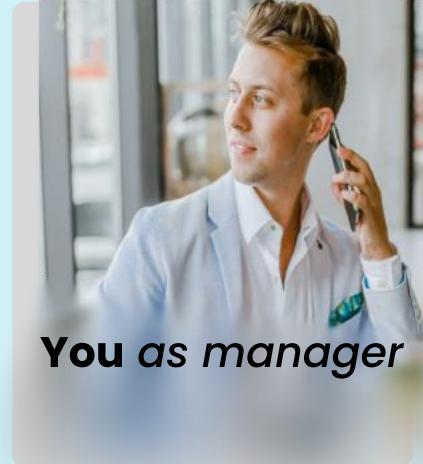
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# Sales and Negotiation Report

Manager coaching staff in  
retail store



AI as Staff



You as manager

## Score

Rapport Building



7/10

Needs Discovery



6/10

Objection Handling



5.5/10

Value Articulation



6.5/10

Negotiation Effectiveness



6/10

## Observations

- Relied too early on discounting
- Limited probing before offering solutions
- Missed opportunity to reframe price as value

## Recommendations

- Ask deeper need-based questions
- Delay discounting until value is established
- Use comparison reframing instead of price defense

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# Personal Learning Plan

## AI Coach Developing Employee Skills



AI as coach



You as Employee

## Skill Focus Area

- Questioning techniques
- Active listening
- Value-based communication

## Key Insights

- You tend to respond quickly instead of probing
- You explain features before understanding needs

## Coaching Questions

- What was the customer really trying to solve?
- What signals did you miss in the conversation?

## Practice Suggestions

- Try asking at least 3 open questions before proposing
- Pause for 2–3 seconds after customer responses
- Rephrase customer concerns before responding

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