

Coaching Effectiveness Report

Manager coaching staff in retail store



Overall Coaching Effectiveness

6.8/10

Good progress. Let’s level it up.

Keep practicing to unlock even better results.

Score

Listening and Empathy

7.5/10

Questioning Quality

6/10

Psychological Safety

8/10

Coaching VS Telling

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	<div></div>	7/10
Needs Discovery	<div></div>	6/10
Objection Handling	<div></div>	5.5/10
Value Articulation	<div></div>	6.5/10
Negotiation Effectiveness	<div></div>	6/10

Observations

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

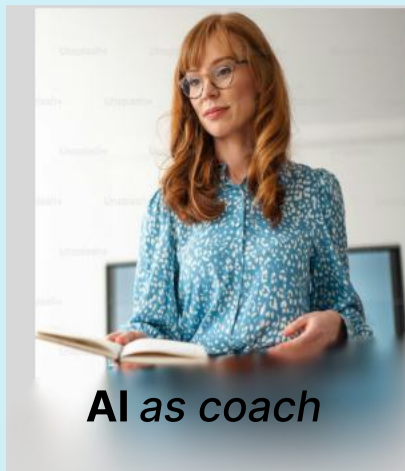
Recommendations

- 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



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

Start New Session

Download plan