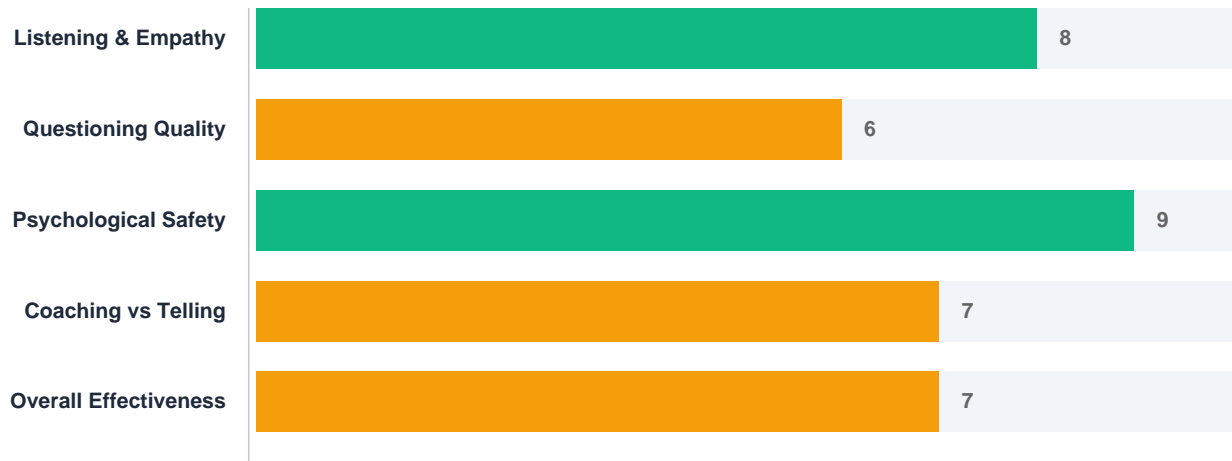


PERFORMANCE SUMMARY

The participant demonstrated moderate effectiveness in initiating a supportive coaching conversation. Initial defensiveness was met with empathetic responses, leading to increased openness and collaboration.

SKILL ASSESSMENT VISUALIZATION



SKILL DIMENSION SCORES

DIMENSION	SCORE	INTERPRETATION
Listening & Empathy	8/10	Demonstrated understanding and validation of feelings, which helped reduce defensiveness and build rapport.
Questioning Quality	6/10	Mostly open questions were used, but some could have been more probing to uncover root causes.
Psychological Safety	9/10	Maintained a non-threatening, supportive tone that encouraged honest sharing.
Coaching vs Telling	7/10	Focused on listening and understanding rather than directing, though next steps could be more collaborative.

Overall Effectiveness	7/10	Consistent foundation with good rapport building; room to deepen inquiry and co-create solutions.
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SUCCESS MOMENT

*""Hey, I get why you are feeling that way. And no, this is not disciplinary at all... You are not in trouble. I am here to listen and understand how things have been for you.""*

This empathetic reassurance reduced defensiveness and opened the associate to share honestly.

RISK / IMPROVEMENT AREA

*""I just wanted to have a quick check in your inputting and a lot of effort lately.""*

The phrase 'quick check in your inputting' was unclear and could cause confusion or defensiveness if not clarified.

STRENGTHS IDENTIFIED

> Safety Creator

Created a psychologically safe environment by explicitly stating the conversation was not disciplinary and expressing willingness to listen.

IMPROVEMENT AREAS

-> Deeper Probing Questions

While open questions were used, they could be more targeted to explore specific challenges and root causes.

ACTIONABLE RECOMMENDATIONS

- IMMEDIATE ACTION:
- Continue using empathetic statements and focus on asking open-ended, reflective questions.
- NEXT PRACTICE:
- Practice deep listening and probing questions to uncover underlying issues and co-create action plans.

OVERALL READINESS: Developing (7/10)