

### 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)

<b>Empathy</b>	You made a conscious effort to validate the customer's feelings, which helped build rapport.
<b>Clarity</b>	You prioritized clear communication by breaking down complex information into simple terms and using relevant examples.
<b>Engagement</b>	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

<b>Active Listening</b>	Continue to focus on hearing not just words but underlying feelings and concerns.
<b>Open-Ended Questioning</b>	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.*