

REFLECTION SUMMARY

You focused on identifying the customer's initial concern and recognized that their hesitation went beyond just price, showing an awareness of underlying issues.

KEY INSIGHTS (Self-Awareness)

- Depth of Understanding

You noticed that the customer's concern evolved from price to a deeper uncertainty about their choice.
- Observation

You paid attention to shifts in the customer's expressed concerns during the conversation.

REFLECTIVE COACHING QUESTIONS

- ?

What specific signs or words indicated to you that the customer's hesitation was deeper than price?
- ?

How did you explore these deeper concerns during the interaction?
- ?

What might have happened if you had asked more open-ended questions about their feelings or needs?

SKILL FOCUS AREAS

- Active Listening

Enhance your attention to subtle cues and underlying emotions.
- Open-Ended Questioning

Use questions that invite the customer to share more about their thoughts and feelings.

PRACTICE PLAN

- Before responding, ask at least two open-ended questions to explore the customer's perspective.
- Listen for emotional cues or changes in tone and reflect them back to the customer.
- Pause for a few seconds after the customer speaks to allow them space to elaborate.

LEARNING OUTCOME

With continued focus on curiosity and open-ended questioning, your conversations will uncover deeper customer needs, leading to more meaningful and supportive interactions.