

AI Coach Analyses Report

Recording: SAS-Unmotivated-Employee 2026-10-22 20:20

Roleplay: SAS-Unmotivated-Employee

Language: English

LLM Model: Direct-Model 3

Duration: 04:41

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Report analysis complete.

AI Coach Analysis

AI Coach Analyses generated and saved on the server.

AI Coach Analysis is generated automatically after a recording stops or finishes when its actual duration is at least 2 minute(s). This threshold is set by the administrator.

SCORE: **7,6/10**

The scoring generated below uses 1 as the lowest score and 10 as the highest possible score.

What actually happened

You handled a short, sensitive attendance conversation in a generally constructive way. You stayed calm, acknowledged the employee's time pressure, recognized his extra effort, and moved the discussion toward a practical plan for future absences. The main opportunities were to ask more open questions earlier, respond more directly to the personal pressure he revealed, and make the agreement slightly clearer and more concise.

Top Strength

Your strongest skill was moving the conversation toward a workable agreement without escalating tension. For example, you asked the employee to let you know on the phone if he could not attend, and you later tied that to staying updated on project status so the team could keep moving.

What Went Well

- You kept a respectful, non-judgmental tone throughout, which helped the employee stay engaged instead of defensive.
- You recognized his contribution by thanking him for organizing team meetings and acknowledging that the team valued his efforts.
- You responded constructively when he raised workload and personal pressure, and you did not push for private details.
- You reached a practical next step by agreeing that he should call ahead if he cannot attend and share an update.

To Improve in Your Next Round

- Open with a clearer purpose statement that acknowledges the missed meetings and the need to talk about attendance.
- Ask at least one direct open question about what is making attendance difficult or what support would help, instead of moving too quickly into reassurance.
- When personal issues are mentioned, respond with a brief empathetic acknowledgment before discussing the work impact.
- State the agreed next step in a shorter, more confident sentence so the plan is unmistakable.

Read the full report for complete details on all the main coaching topics, followed by an analysis of every individual question you received.

Main coaching categories

Average coaching score: 7,3/10

Opening and tone

Score: 7/10

You started politely and kept the interaction calm, which helped reduce defensiveness in a conversation that could easily have felt confrontational. You did not blame the employee, and you acknowledged the limited time available. The main weakness is that the opening was a little generic and did not immediately frame the issue of repeated missed meetings in a clear, respectful way. A stronger opening would have briefly named the attendance concern while still sounding supportive and professional.

Listening and questioning

Score: 6/10

You showed some listening by responding to what the employee said and by inviting help, but you did not use enough open questions to explore the attendance issue in depth. The conversation moved quickly from his explanation into reassurance and appreciation, which reduced the chance to understand what was really affecting attendance. To improve, ask one or two open questions such as what has been making it harder to get to the office or what would help him attend more consistently.

Recognition and rapport

Score: 8/10

You did well at acknowledging the employee's contribution. You thanked him for organizing team meetings and reinforced that the team appreciated his efforts and input. That helped balance the concern about attendance with genuine recognition, which is important in a conversation like this. The only limitation was that the praise sometimes came before enough exploration of his situation, so it worked better as rapport-building than as a full two-way conversation.

Empathy and privacy

Score: 7/10

You showed empathy by responding supportively when the employee mentioned workload and personal pressure, and you did not press him for details. That was appropriate and respectful. However, your response could have been more explicit in acknowledging that he did not need to explain private matters. A stronger answer would have combined appreciation, empathy, and a clear statement that you respect his privacy while still wanting to support him.

Practical agreement

Score: 9/10

You successfully moved the conversation to a workable next step. You asked for advance notice if he could not attend and reinforced the value of staying updated on project status. The agreement was clear enough to be useful and matched the purpose of the roleplay. To reach a top score, the next step could have been stated even more cleanly and confirmed in one concise sentence.

Conciseness and control

Score: 7/10

You kept the conversation within the time limit and did not let it drift too far off track, which is a strength. At the same time, several responses were wordy or slightly repetitive, and some phrasing was awkward enough to reduce clarity. In a short workplace conversation, tighter language would make you sound more confident and help you reach the practical agreement faster.

AI Coach key concerns

Repeated absence from face-to-face project status meetings

You addressed the attendance issue in a constructive way, but you did not fully explore the pattern of repeated absences. The conversation acknowledged the missed meetings and moved toward a future process, which was useful, but there was limited probing into what was driving the repeated cancellations. Next time, make sure you briefly name the pattern, ask a calm open question about it, and then guide the discussion toward a practical solution.

Possible workload pressure or personal issues affecting attendance

You recognized that the employee was under pressure and responded supportively, which was the right direction. However, your empathy was somewhat general and did not fully reflect the seriousness of what he shared. You also did not clearly separate work support from private disclosure. Next time, acknowledge the pressure directly, respect privacy, and ask what support would help without pushing for details.

88

Clarity

93

Speaking pace

35

Content coverage

Clarity

Measures how clear and structured your message is, including the impact of filler words on clarity.



Content coverage

Measures how many objectives, customer concerns, and important scenario topics you actually cover.



Speaking pace

Measures your speaking speed in words per minute and compares it with a natural conversation pace.



Tone

Nervous



Informative



Long-winded



Pitching



Analysis per conversation exchange

Average question score: **7,9/10**

I'll play the employee now. I've only got a few minutes, and I already explained the train wasn't running. I didn't think it was such a big deal.

Question score: **6,5/10**

Why is this question asked?

This is the employee setting the tone for a brief, potentially defensive conversation. You are expected to respond respectfully, keep the exchange moving, and start building a constructive discussion rather than escalating the frustration.

Your answer

Yeah, it's great that we can have a little chat with each other. Do you have five minutes for me?

Analysis of your answer

You opened politely and tried to check whether there was time for the conversation, which fits the employee's time pressure. That said, your response did not directly acknowledge the employee's point about the train or the fact that he did not think it was a big deal. It also did not yet set a clear, respectful purpose for the discussion about attendance. The tone was calm, but the opening was a bit generic and slightly awkward in wording, so it only partially addressed the situation.

Advice for next time

Start by acknowledging his limited time and the missed meetings in a calm, non-judgmental way. For example: 'Thanks, Jim. I know you only have a few minutes, and I wanted to talk briefly about the meetings you missed and how we can handle this going forward.'

I'm Jim, and I can spare a few minutes, but I need to get back to work soon. I didn't mean to cause trouble by missing those meetings. I just had a lot going on.

Question score: 8,5/10

Why is this question asked?

This is the employee opening the door to a brief conversation about repeated missed meetings and workload pressure. The goal is to see whether you respond respectfully, acknowledge the time limit, and start building trust so the real issue can be explored without defensiveness.

Your answer

Yeah, I fully understand that there's quite a lot that you've been doing. And first of all, I would like really to uh say thank you for organizing these various team meetings that we had during the last months. I've also heard from uh our team members that they really liked it and they really reward your efforts. And if there is any help needed, there are a few people that I heard that also would like to help you if there's too much work.

Analysis of your answer

You handled this well. You responded calmly, acknowledged that he has had a lot going on, and you shifted quickly into appreciation rather than blame. That fits the purpose of the conversation and helps reduce defensiveness. You also offered support, which is constructive. The main gap is that you did not really explore his situation with an open question, so the response was more reassuring than conversational. You also mixed in a somewhat vague offer of help instead of inviting him to explain what is making attendance difficult.

Advice for next time

Next time, acknowledge the pressure briefly, then ask one open question such as what has been making it hard to get to the meetings or what support would help. Keep the appreciation, but use it to open the conversation rather than close it.

Thanks, that actually means a lot. I've put in a lot of extra effort, and it hasn't always felt noticed. Lately the workload and some personal stuff have been piling up, and getting to the office has been harder than I let on. I'd rather not go into details, but I appreciate the support.

Question score: 7/10

Why is this question asked?

This is the point where the team member reveals that workload and personal issues are affecting attendance. The manager should respond with empathy, acknowledge the concern, and avoid pressuring for private details while keeping the conversation constructive.

Your answer

Yeah, exactly, so this is what we wanted to know. And so also at the team meetings that we had, we really miss your input into the different projects. Our teams were always looking forward for your input and accuracy and good ideas on their projects. So they really are looking forward for you to come back to these meetings.

Analysis of your answer

You responded in a supportive way and did the right thing by acknowledging that the team values his contribution. You also reinforced the business impact of his absence by saying the team misses his input on projects, which fits the role well. What was missing is a direct empathetic response to the personal side of what he shared. He said workload and personal issues were piling up and that he did not want to go into details; your reply stayed focused on the meetings and did not clearly acknowledge his situation or respect his privacy in a warm, human way. A stronger response would have combined appreciation, empathy, and a brief invitation to share only what he is comfortable sharing.

Advice for next time

Next time, start by acknowledging what he just shared: for example, say you appreciate him opening up, that you understand things have been difficult, and that he does not need to explain private details. Then connect that empathy to the work impact and ask one gentle open question about what support would help.

I hear that, and I do care about the projects. With what's going on, getting to every in-person meeting is tough sometimes. I'm willing to work with whatever arrangement we land on, as long as it respects my situation.

Question score: 7,5/10

Why is this question asked?

This is being asked to see whether you respond supportively to the employee's concern, acknowledge the situation, and move the conversation toward a workable arrangement without pressure or blame.

Your answer

Yeah, of course so. This is also what I thought already, that perhaps I can be of some help to release some of the stress that you currently are into. So just let me know what we can do and where I can help a little bit.

Analysis of your answer

You responded in a supportive, collaborative way and showed willingness to help. That fits the purpose of the conversation well. You also invited the employee to say what would help, which keeps the tone open and constructive. What is missing is a clearer acknowledgment of the employee's situation and a more direct response to the concern about in-person attendance. Your wording is a little awkward, and you could have been more specific about working together on a practical arrangement while respecting his circumstances.

Advice for next time

Next time, briefly acknowledge the challenge first, then offer support in clear language. For example: 'I understand. I appreciate you being open about it, and I want to work with you on a practical way forward that respects your situation.'

Thanks, that would help. If I can let you know in advance when I can't make it, and we adjust how I contribute, that takes pressure off. I appreciate you offering support instead of pushing for details.

Question score: **8/10**

Why is this question asked?

This checks whether you respond supportively to the employee's proposed practical arrangement, confirm the support, and keep the conversation constructive without pressuring for private details.

Your answer

Ah, thank you very much. No, that's really great to hear that we can work it out in this way. So that means that you will have some less stress and a little bit less workload, since you seem to be in a very busy time of your life where things together a bit stressful.

Analysis of your answer

You responded positively and accepted the idea of working it out together, which fits the supportive tone of the conversation. You also showed some empathy by recognizing that the employee seems to be under stress and workload pressure. What is missing is a clearer confirmation of the specific practical arrangement the employee just proposed: letting you know in advance when attendance is not possible and adjusting how they contribute. Your reply stayed a little general and drifted into restating their stress rather than clearly locking in the next step.

Advice for next time

Next time, briefly acknowledge the support, then clearly confirm the agreed action in plain language, for example: 'That works for me. Please let me know in advance if you can't make it, and we'll adjust how you contribute.'

I appreciate you recognizing that. Keeping you posted early when I can't attend will help me manage things better and still contribute. I want to be reliable, just in a way that's realistic right now.

Question score: 8/10

Why is this question asked?

This checks whether you respond constructively to the employee's willingness to stay reliable while setting a realistic boundary, and whether you move the conversation toward a practical attendance process without pressure.

Your answer

Yeah, exactly, that would be really the best for all of us. So, yeah, in case that you are not able to attend our face-to-face meetings, could you then perhaps let me know that on the phone?

Analysis of your answer

You responded positively and turned the employee's concern into a workable process. You clearly asked for advance notice if he cannot attend, which fits the goal of agreeing a practical next step. The main weakness is that your wording is a little tentative and indirect, and you did not explicitly tie the request to the employee's need to manage things realistically. Still, the core message was clear and appropriate.

Advice for next time

Next time, state the agreement more cleanly and confidently: acknowledge the employee's situation, then ask for a simple advance call or message whenever attendance is not possible. Keep it short and direct.

Yes, calling you ahead if I can't make it is doable. I'll give you a quick heads-up and a short update so my input still gets to the team. That should keep things moving without putting you in the dark.

Question score: 10/10

Why is this question asked?

This is the point where the conversation is turning into a practical agreement. The manager needs to confirm a workable process for future attendance issues and make sure the employee understands how to keep contributing even when absent.

Your answer

Yeah, exactly, very much appreciated if we can work it out in this way, because then I can still collect the latest status information on the projects that you're running, and when I get questions, I'm able to answer those.

Analysis of your answer

You fully supported the agreed next step. You confirmed that advance notice is helpful, and you explained the manager's practical benefit: staying updated on project status and being able to answer questions. That shows you understood the purpose of the agreement and tied it back to team continuity. The response is clear, constructive, and aligned with the roleplay objective.

Advice for next time

Next time, you can make the agreement even tighter by restating the exact action in one short sentence, such as asking for a phone call or message before the meeting if attendance is not possible. That would make the next step even more concrete.

Roleplay Scenario Summary

Roleplay title

SAS-Unmotivated-Employee

Generated Roleplay Type:

Customer objection handling

Language

English (en)

AI Coach Voice

Coral - female, bright (English)

Live Avatar

Dexter Lawyer

Session Duration

5 min

Product/Service/Job Description

Workplace communication roleplay

Scenario for Non-Motivated Colleague: Roleplay Description

This is a brief workplace communication exercise with one of your team members who has cancelled attendance at three face-to-face project status meetings at the office. He said the train was not running, but buses were available that he could have taken. There may be more going on; explore this respectfully rather than assuming dishonesty. Your task is to have a first conversation with this team member.

- Assignment: Hold a short, constructive conversation focused on attendance, workload and recognition.
- Purpose: Practise listening, clear language and agreeing a practical next step without blame or pressure.
- Maximum duration: 5 minutes.
- Immediate challenge: The team member has limited time and may be hesitant to discuss personal issues in detail.

Your role as the team manager

You are the team member's manager. You feel frustrated, but must remain positive and professional.

- Use a respectful, non-judgmental tone.
- Address the impact of missing the face-to-face project status meetings positively: explain that the team misses his valuable input on the projects.
- Acknowledge his work organising team activities over recent months. Tell him the whole team enjoyed the events and is looking forward to the next one.
- Listen and ask open questions about attendance, workload and support needs, without blame or pressure to disclose private details.
- When he reveals the real private reasons for not attending, show empathy and respect his privacy.
- Agree a practical next step: for example, he will call you in advance whenever attending a status meeting is not possible.

AI Coach role and private guidance

Play the male team member, not the manager. You have cancelled attendance at three office project status meetings and initially mentioned the cancelled train service. Personal issues are affecting attendance; you also feel your extra work organising team activities has gone unrecognised. Begin guarded and time-conscious. Reveal the private concern gradually when the manager listens respectfully and shows genuine interest; do not disclose it all in the opening. Respond naturally to appreciation and empathetic questions. Do not force the manager's words or agree to a next step before it is discussed. Keep the exercise within five minutes. Keep private persona guidance out of the learner-facing description and preparation materials.

Learner Role (You)

Team manager

AI Coach Role

Team member

Voice sample text

Hello, this is the AI Coach voice sample for your roleplay.

AI Coach key concerns

Repeated absence from face-to-face project status meetings, Possible workload pressure or personal issues affecting attendance

AI Coach Conversation Guidelines

Speak as the team member, not as the manager, and keep the tone guarded, time-conscious of 5 minutes for this meeting, and realistic. You will try to minimize the impact it had overall that you did not attend those face to face status meetings.

Respond naturally to appreciation you get about organising team activities this will open up you a bit and make feel more rewarded

Do not reveal any private reasons for the missed meetings in the opening; disclose it gradually in the 2nd half of the conversation and only if the manager listens respectfully and has expressed gratitude for your efforts and contributions in general.

Do not force the manager's words.

Do not take the initiative for a next step/agreement, this needs to come from the learner.

Keep the exchange brief and realistic, with the conversation able to finish within 5 minutes.

Keywords and Key Phrases (Measured)

workplace communication, attendance, project status meetings, workload, recognition, empathy, privacy, respectful tone, next step, first conversation

Coaching Categories (Measured)

Opening and tone - sets a respectful, non-judgmental start that reduces defensiveness

Listening and questioning - uses open questions and active listening to explore attendance and workload

Recognition and rapport - acknowledges contribution and balances concern with appreciation

Empathy and privacy - responds appropriately when personal issues are raised without pressuring disclosure

Practical agreement - reaches a clear, workable next step for future attendance issues

Conciseness and control - keeps the conversation focused and within a 5-minute limit