

# OVERVIEW OF AVATAR-BASED PRACTICE CONVERSATIONS

- Giving feedback
- Receiving feedback
- Building relationships
- Pitching a new idea
- Discussing career development opportunities
- Asking for a promotion or a raise
- Saying NO
- Clarifying expectations
- Handling workload overload
- Giving feedback to your manager
- Giving instructions
- Delegating tasks
- Motivating team members
- Constructive confrontation
- Coaching
- Discussing career development opportunities as a manager
- Conducting performance conversations
- Addressing employee behaviour issues
- Mediating between team members
- Handling resistance
- Delivering bad news
- Cold calling
- Conducting discovery conversations
- Determining client needs
- Pitching, presenting and demoing solutions
- Handling objections
- Negotiating terms and conditions
- Consultative selling
- Resolving customer issues
- Handling emotional customers
- Interviewing job candidates
- Onboarding new employee and setting expectations
- Communicating benefits and policy changes
- Career planning conversations
- Discussing promotion requests
- Discussing compensation and salary adjustments
- Frequent absenteeism conversations
- Addressing employee misconduct
- Conducting performance improvement conversations
- Conducting exit interviews

