



## CFS Role Play Scorecard

**Directions:** Award your colleague 1, 2, 3, 4 or 5 points according to how well they displayed the listed skill.

**1** = Did not execute skill

**2** = Displayed partial navigation of skill, but unnatural and overly mechanical

**3** = Displayed adequate CFS skill and did not miss any functional parts; needs improvement on delivery

**4** = Strong execution of skill with room for small improvements in transitions and flow from phase to phase

**5** = Exemplary performance; high level of confidence in delivery; smooth, nearly imperceptible transitions

CFS Phase	Skill	Points	Notes
Open	1. 4-part <b>Verbal Agenda</b>		
	2. Adjusted for <b>Social Style</b> of customer		
Investigate	3. Strategically uncovered customer's needs using a mix of Open, Closed and <b>Investigative Questions</b>		
	4. Synthesized info with <b>Verbal Summary</b>		
Present	5. Used <b>Link Statements</b> to link customer's expressed needs to our capabilities (Customer + Company links)		
Confirm	6. Used one of the <b>4 ways</b> - time-driven, direct question, direct statement, process-driven - to confirm a next step		
	7. Handled objections using <b>Objection Handling Process</b>		
Navigated curveballs with poise and smarts			
Natural, easy, conversational feel			
<b>Total Points</b>			