

The scoring checklist for call reviews

- ☐ Where exactly did the conversation shift: for better or worse?
- ☐ What would I change in the first 30 seconds if I could do this call again?
- ☐ Was this the right person to call, or was the targeting off?
- ☐ Did I sound calm and confident, or did nerves or over-excitement show?
- ☐ Was my pace too fast, too slow, or did it feel natural?
- ☐ Did I talk too much or give the person enough space to respond?
- ☐ Did I stick to one question, or did I try to cover too much?
- ☐ If they said no, do I understand why, or was the reason unclear?
- ☐ Did I end the call knowing what happens next, or was it left open?
- ☐ Would I call this person again, and if yes, what would I do differently?
- ☐ On a scale of 1 to 5, how prepared was I before dialing?