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## AI Office Hours: 12 Weeks to AI Fluency

### Discovery Through Connection-Week 6 Handout

**Subtitle:** Ask with empathy. Connect with clarity. Convert with trust.

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#### Purpose

Strengthen trust and deepen discovery conversations by blending **High-Quality Connection (HQC)** science with the **4F Framework** (First, Finest, Failure, Future). When used together, these create emotionally intelligent conversations that build relationship momentum.

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#### The Neuroscience of Trust

When people feel seen and safe, their brain shifts into collaboration mode: - **Oxytocin** → Safety and bonding - **Dopamine** → Motivation and reward - **Serotonin** → Confidence and calm

Press too hard and you trigger resistance. Slow down, connect, and trust opens.

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#### High-Quality Connection Micro-Moves

Based on research by Dr. Jane Dutton:

1. **Respectful Engagement** *Be fully present. Show genuine interest.*
  - Try: "What's something in your role that often goes unseen but really matters to you?"
2. **Task Enabling** *Support them in achieving something that matters.*
  - Try: "What's one thing I could do to make this easier for you?"
3. **Playful Curiosity** *Use lightness and openness to invite honesty.*
  - Try: "What's a moment in your work you'll never forget — good or bad?"

## The 4F Framework: Discovery Through Connection

Use these to shift from transaction to trust.

### 1. FIRST — Invite the backstory

Purpose: Understand origin, meaning, and context. - “Tell me about the first moment this priority became real for you.” - “When you first took on this responsibility, what felt most important at the time?” - “What was the early signal that this challenge or opportunity mattered?”

### 2. FINEST — Highlight strengths and pride

Purpose: Activate positive emotion and confidence. - “What’s something your team does exceptionally well that should be recognized?” - “Where have you seen your team at its best recently?” - “If you could bottle one success pattern and scale it, what would it be?”

### 3. FAILURE (Reframed as Growth) — Explore friction with care

Purpose: Build psychological safety while identifying opportunity. - “What feels harder than it should be right now?” - “Where is the friction slowing momentum?” - “If one shift could make things smoother, what would that be?”

### 4. FUTURE — Co-create the vision

Purpose: Align on outcomes and success measures. - “If we were celebrating meaningful progress in 90 days, what would we be celebrating?” - “What would ‘worth it’ look like for you and your team?” - “What do you want this work to make possible in the business and for your people?”

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## How to Use This in Conversation

1. Ask one question at a time. Make a statement and ask a question.
2. Pause — let them think.
3. Listen for the **emotion** behind the words.
4. Reflect what you heard.
5. Co-sense next steps together.

**Recommended Sequence:** - Start with **FIRST** (story + context) - Move to **FINEST** (strength + pride) - Explore **FAILURE** gently (growth + constraint) - Co-create **FUTURE** (vision + commitment)

This turns a sales call into a **human conversation**.

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## AI Prompts to Humanize Discovery

Use these to elevate your prep and delivery: 1. “Rewrite this discovery question to spark emotional connection and trust.” 2. “Make this question more reflective and client-centered.” 3. “What’s a deeper, feeling-based version of: ‘What are your goals this quarter?’” 4. “Draft a First and Finest question for a [role] in [industry].” 5. “Write a closing question that confirms alignment and sets a clear next step.”

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## Mindset Shift

Discovery is not an interrogation. It is a moment to: - See the person - Affirm their strengths - Understand what matters - Walk forward together

AI helps you ask **better questions**. You create the **connection**.