

OVERVIEW

Vertical Language Bank

Diagnose the situation, choose a target and capture the first insight.

CLIENT / ACCOUNT	COACH	SESSION DATE

PURPOSE

Use this coaching worksheet to learn the words buyers use for pipeline and conversion issues. Leave with an industry-language bank that can be tested in real, buyer-respectful work.

WHY THIS MATTERS

Start with client interviews, sales performance data and coach discovery notes. Watch for inventing jargon the team never uses. Review buyer-word reuse rate as a learning signal, not a promised result.

SELF-ASSESSMENT / SCORE EACH DIMENSION 1 TO 10

LOOK FOR	NOW /10	GOAL /10
01 Buyer fit		
02 Problem clarity		
03 Proof quality		
04 Differentiation		
05 Message recall		
06 Commercial relevance		

QUICK REFLECTION

Which dimension is the best starting point for this focus: learn the words buyers use for pipeline and conversion issues?

DEEP WORK I

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Use actual evidence. Separate what happened from what you assume it means.

01 / CURRENT PICTURE

01 Review client interviews, sales performance data and coach discovery notes. What observed moment shows the need to learn the words buyers use for pipeline and conversion issues?

02 What did the buyer, seller or sponsor actually say or do? Record one concrete example.

02 / THE LEVER

03 When you try to learn the words buyers use for pipeline and conversion issues, which step breaks down first, and in what context?

04 What assumption are you making that the evidence does not yet support? How could you check it?

03 / PRACTICE & TEST

05 Coach question: Which phrase did a buyer use that you should repeat verbatim?

06 How could you replace inventing jargon the team never uses with a fair, specific and testable move?

DEEP WORK II + WORKSHEET

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Build a usable artifact, then pressure-test it with a real-world scenario.

07 What must an industry-language bank contain to help the user learn the words buyers use for pipeline and conversion issues? Name the first two decisions it supports.

08 Where might inventing jargon the team never uses show up? How will you notice it and adjust before a client or buyer is affected?

REALITY SCORECARD

Complete five rows while building an industry-language bank. Use only approved, non-sensitive examples.

CRITERION	EVIDENCE	NOW /10	TARGET /10
01			
02			
03			
04			
05			

BRING INTO THE NEXT COACHING CONVERSATION

Ask: Which phrase did a buyer use that you should repeat verbatim? Check: buyer-word reuse rate.

ACTION PLAN

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Move from insight to observable practice, with a realistic measure and review date.

FROM INSIGHT TO ACTION

STEP	PRACTICE ACTION	BY WHEN
01 REVIEW	Inspect one real example from client interviews, sales performance data and coach discovery notes. 	
02 BUILD	Draft an industry-language bank using that evidence. 	
03 REHEARSE	Practise the move with a coach or peer and request one correction. 	
04 TEST	Try it in one relevant, permissioned buyer or client interaction. 	
05 ADAPT	Review buyer-word reuse rate and change one thing. 	

SUCCESS METRIC

Leading signal: buyer-word reuse rate. Choose a baseline and a realistic target; outcomes are not guaranteed.

MILESTONES / WHEN WILL YOU LOOK FOR EVIDENCE?

CHECKPOINT	WHAT YOU EXPECT TO SEE	REVIEW DATE
DAY 30		
DAY 60		
DAY 90		

SUPPORT NEEDED

MAIN RISK

COMMITMENT & FIELD NOTES

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Agree the next move, track what happened and return with evidence.

MY COMMITMENT

In the next relevant situation, I will use an industry-language bank to learn the words buyers use for pipeline and conversion issues.

IF THIS GETS IN THE WAY, I WILL...

PARTICIPANT SIGNATURE

DATE

WEEKLY FIELD NOTES

WEEK	SITUATION	WHAT I TRIED	EVIDENCE + ADJUSTMENT
01			
02			
03			
04			

IN THE BUYER OR CLIENT’S WORDS / USE PERMISSIONED, NON-SENSITIVE WORDING

NEXT REVIEW

ACCOUNTABILITY PARTNER

Keep buyer and client data private. No results are guaranteed.