

Statement

Is receptive to a persons input or suggestions that change the proposed coaching/feedback meeting Ensures that training plans reflect the way an individual prefers to learn
 Finds something positive to say in feedback meetings
 Contributes help to others on how they might improve
 Explains the purpose and desired outcome of a coaching/feedback meeting
 Encourages the individual to assess their own performance and identify areas that did not go so well Ensures that any coaching/feedback interaction involves 2 way communication
 Agrees a date to review progress following any coaching intervention
 Encourages the coachee to summarise back the key points arising from any coaching session
 Uses open questions to explore the others person's views and to check they understand
 Uses a range of methods/tools to help identify an individual's coaching needs
 Sets objectives that define what the coachee will be able to do following the coaching inputs
 Builds rapport with another person quickly
 Aware of the importance of the ongoing relationship with the coachee and work hard to maintain it
 Helps others prioritise their coaching requirements taking into consideration other calls upon their time Possesses personal credibility in the eyes of others to be an effective coach
 Investigates situations thoroughly and draw balanced and fair conclusions
 Ensures the other person understands and accepts the standards against which their performance is assessed Links any feedback to the standards by which the other person's performance is being measured
 Uses appropriate body language to show taking a real interest in what others are saying
 Takes care not to jump in immediately with own comments and views
 In feedback meetings listens more than talks
 Supports others to ensure that training they receive can be successfully put into practice
 Summarises and reflects back to ensure others people understand
 Asks open ended questions to encourage people to participate in feedback meetings
 Adapts, combines and builds on the ideas of others
 Is prepared for any coaching/feedback meeting
 Explains the background reason for any coaching/feedback meeting
 Encourages input to agree the objectives of any coaching/feedback meeting
 Ensures that the environment and location of any coaching/feedback meeting is appropriate
 Allows the other person involved time to prepare for any coaching/feedback meeting
 Probes deeper or challenge answers received to help uncover the real issues to be addressed
 Establishes how an individual's current situation affects their overall performance
 Seeks agreement to where the other person's level of performance currently sits
 Encourages the individual to assess their own performance and identify areas that went well
 Attempts to identify and address the root cause of an issue not just treat the symptoms
 Is clear about the benefits of undertaking any coaching activity
 Uses questions to ensure understood what the other person is saying
 Allows sufficient time to coach individuals
 Pitches coaching at the right level reflecting upon the other person's past experience and level of competence Explains the methods of support that can be provided to an individual
 Provides ongoing support to others as required to help facilitate their coaching needs
 Ensures that development actions are SMART
 Ensures that development actions are documented clearly
 Completes all actions agreed to following a coaching session
 Listens actively to others to ensure understanding

Examine each of the statements above. Ask yourself how frequently you perform these behaviours. If less than two thirds of your answers are either 'most of the time' or 'all of the time' you will benefit from attending this workshop.