



T O O L

Critical Coaching Skills

PURPOSE

This tool is designed to help co-leads understand specific coaching skills and techniques.

When to Use

Use this tool to prepare for a coaching conversation.

Who Uses

Co-leads.

How to Use

Use the list of critical coaching skills to understand specific techniques you might use when coaching a co-lead or team member, and to assess any areas where you might need to improve or get more training. Consider practicing one skill per coaching session or highlighting skills you want to further develop.



TOOL

Critical Coaching Skills

Review this list of skills to understand specific techniques you might use when coaching a co-lead. Consider practicing one skill per coaching session or highlighting areas you want to further develop.

Skill	Description
1. Listening Actively	<ul style="list-style-type: none">• Listening actively.• Listen to what is and is not said. Note the individual's manner and tone of voice.• Paraphrase, mirror, or reflect what was said to ensure that the message has been understood as intended.
2. Questioning	<ul style="list-style-type: none">• Use questions to obtain information, establish rapport, clarify, or stimulate thought. How they are asked can either facilitate or hinder the process of communicating.
3. Building Rapport and Trust	<ul style="list-style-type: none">• Overcome resistance and distrust by concentrating on what you have in common.• Be open about your own thoughts and feelings, demonstrate competencies in the individual's area, and always have the person's best interests in mind.
4. Being Candid and Challenging	<ul style="list-style-type: none">• Speak frankly from your more objective position as a coach. Draw attention to certain issues for the benefit of the other person.• Phrase your questions so the other person is challenged. (How do you know that? What evidence do you have for that?)
5. Giving Encouragement and Support	<ul style="list-style-type: none">• Encourage individuals and support them in thinking through their commitments to action.• Make your actions match your words (for example, if a person needs a coach's support, it is important that the coach not give the impression of being too busy).

Source: Interaction Associates www.interactionassociates.com