

# THE SKILLED COACH

By Coaching Culture

## TRUST AND RAPPORT

- Is there evidence of rapport?
- Is their trust between both parties?

## COACHING CONVERSATION STRUCTURE

- Is there a structure to the conversation?
- Does the conversation have an obvious start, middle and end.?
- Is a coaching model, such as G.R.O.W. used?
- Does the conversation feel natural?
- Are the coaching outcomes achieved?

## POWERFUL QUESTIONS

- How many what and how questions are asked?
- Do the questions help to raise the coachee's self-awareness?
- Does the coach probe further to gain clarity?
- Do the questions broaden the coachee's perspectives?
- Does the coach help the coachee to explore new options?
- Does the coachee confirm what support is required to achieve their goals?

## EFFECTIVE LISTENING

- How well does the coach listen to understand?
- Does the coach repeat back their understanding?

## USE OF SILENCE

- How well is silence used by the coach?
- How much does the coach speak versus the coachee?

## GOAL-SETTING

- How well does the coach support the coachee to set goals and objectives?
- Does the coach encourage the coachee to agree new actions?

## CREATING ACCOUNTABILITY

- What measures are agreed by the coachee to confirm progress?
- Is a clear way forward agreed?

## GIVING FEEDBACK

- Is any feedback given?
- Is it provided to achieve a positive outcome?
- Is encouraging language used?