

# Coaching Skills



## Presence

- Focused attention without distraction
- 100% there
- Calm, centered, no rushing
- Soft hold on agenda/flexibility



## Listening

- Suspending judgment
- Open, giving space, not thinking about response or rebuttal
- Listening for the meaning behind the words, watching body language, listening for nuance



## Reflecting/Clarifying

- Using the coachee's words to reflect your understanding
- Staying true to the coachee's content...checking your own leaps
- Summarizing to keep the conversation focused and to highlight movement



## Questioning

- Asking real questions that are open-ended and invite reflection
- Asking more questions than giving direction or answers
- Asking questions that come from sincere curiosity and respect
- Asking questions that begin with "What" and "How"



## Feedback

- Giving strengths based feedback: clear, specific, actionable, constructive
- Watching judgmental language; focus on the coachee's behavior and its impact
- Connecting feedback with the issue at hand



## Accountability

- Genuine investment in the coachee's success
- Asking and understanding what the coachee is committing to
- Setting clear and specific action items together; taking the time to follow up
- Being accountable; addressing breakdowns; modeling behavior