



Assess my Effectiveness as a Coach

As a Coach, I Build Rapport	Yes	No	Unsure
Find common ground that creates a bond with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrate sincere empathy toward everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Match my language to the employee's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Match my volume to the employee's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Match my words, phrases and images with the employee's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Validate people's beliefs and experience by recognising their experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take an interest in the whole person, and their wider interests, not just their work or the tasks they are currently working on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Find things that we have in common and talk about them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid the use of organisational jargon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make empathetic statements, that demonstrate my understanding of their situation and needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to people in a culturally appropriate manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Express appreciation on a regular basis for others' actions and accomplishments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create an atmosphere of trust at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrate rock-solid character, ethics, and principles in all circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make myself available and interact with others in an easy, open manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a coach, I:			
Clarify Expectations	Yes	No	Unsure
Establish clear and agreed-on expectations with others in all situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always clarify when people's expectations limit or restrict their thinking and action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain the organisation's expectations whenever people need clarification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rely on facts versus assumptions or inferences to clarify expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify any and all rumours, clarify their validity, or finds out if they are true	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display a high level of optimism in all circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establish clear and agreed-on expectations with others in all situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a Coach, I Facilitate Learning	Yes	No	Unsure
Share knowledge and information freely and openly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keep my own staff informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide needed resources to help employees improve their performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Express myself in an articulate and easy to understand manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



As a Coach, I Observe and Analyse	Yes	No	Unsure
Actively seek out opportunities to watch the employee in action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actively seek occasions where I can reinforce good performance/behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Share my observations in a non-threatening, non-judgemental manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and share my observations of performance without judgement and seek clarification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and share my observations of physical behaviours without judgement and seek clarification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and share my observations of decision-making processes without judgement and seek clarification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and share my observations of emotions displayed without judgement and seek clarification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and share my observations of interpersonal dynamics without judgement and seek clarification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with the other person to focus on solutions rather than problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a Coach, I Question and Listen	Yes	No	Unsure
Using active listening skills to hear what they are saying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask them questions about their views, or the problems they see, or the reservations they have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use open questions effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use verbal acknowledgements to encourage people to continue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use non-verbal acknowledgements to encourage people to continue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen without interruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use paraphrases to check understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summarise complex discussions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to feedback without interruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain technical details in a clear understandable way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check to ensure information is received and understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actively seek feedback from others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a Coach, I Provide Effective Feedback	Yes	No	Unsure
Use "I" statements when giving feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide positive feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Try to focus on reinforcing desired behaviour and performance rather than criticizing the employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use non-judgmental, non-sexist, non-racist and appropriate language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use a non-threatening body language and voice tone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a Coach, I Focus on Solutions rather than Problems	Yes	No	Unsure
View problems as opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Look at where the person is now	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Then consider where they want to be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan with the person how can they get there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>