

COACHING CONVERSATION ANALYSIS TOOL

COACH: _____ CLIENT: _____ DATE: _____

Examples of Coaching Skills

Listening:

- Paraphrases what client has said to ensure clarity and understanding
- Encourages, accepts, explores and reinforces the client's expression of feelings, perceptions, concerns, beliefs
- Integrates and builds on client's ideas and suggestions
- Allows the client to vent or clear the situation without judgment or attachment in order to move on to next steps
- Allows for silence and short pauses

Questioning:

- Asks questions that reflect active listening and an understanding of the client's perspective
- Asks questions that evoke discovery, insight, commitment or action, or that challenge the client's assumptions
- Asks open-ended questions that create greater clarity, possibility or new learning (questions may begin with "how" or "what")
- Asks questions that move the client toward what they desire, not questions that ask the client to justify or look backwards
- Invokes inquiry for greater understanding, awareness, and clarity
- Asks clarifying questions in order to deepen the client's awareness or understanding; or asks a limited set of clarifying questions to ensure understanding
- Refocuses and redirects the conversation when necessary

Giving Feedback

- Feedback is clear and direct
- Feedback is evidence-based
- Uses language that is appropriate and respectful to the client
- Feedback is mostly facilitative—allows the client to make his/her own learning
- Appropriately uses humor to lighten tone of conversation
- Feedback might challenge beliefs about students, parents, learning capacities
- Interrupts deficit language

Non-verbal communication:

- Maintains eye contact the majority of the time
- Arms and body are relaxed and open
- Nods head
- Facial expression could reflect empathy, concern, understanding, caring

Non-Examples of Coaching Skills

Listening:

- Interrupts
- Talks over the client and doesn't defer to him/her
- Finishes the client's thoughts
- Appears distracted
- Speaks more than listens
- Doesn't refocus or redirect when client is rambling
- Seems to have an agenda or doesn't push to understand the client's agenda

Questioning:

- Asks questions about information the client has already provided
- Asks closed questions that have a yes/no answer or that narrow the conversation
- Asks solutions-oriented questions (questions that have advice embedded within them)
- Seeks the "One True Question" and allows awkward pauses
- Asks rambling questions—a number of questions in a row without allowing client to respond to them
- Asks questions that are leading or have a 'right' or 'wrong' answer
- Asks interpretive questions—questions that reflect the coach's interpretation of what the client said
- Asks rhetorical questions that may reflect judgment
- Asks leading questions that may subtly point the client to an answer
- Asks "Why?" questions

Giving Feedback

- Feedback is based in opinion
- Feedback is framed by coach's prior experiences
- More than 2 pieces of critical feedback are given
- Feedback is mostly instructive/directive
- Moves client to action quickly without substantive reflection and without client owning action
- Feedback reflects disrespect for students, parents or biases
- Allows deficit language to be used

Non-verbal communication:

- Arms crossed
- Facial expressions could reflect judgment, frustration or distraction

