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| **Coaching Behaviour** | **Observations and examples** | **Conclusions** |
| Develop Rapport & Relationship  Coach generated appropriate levels of warmth, openness, and trust. |  | Strength Acceptable Need to improve  **6 5 4 3 2 1** |
| Facilitate a structured conversation  Establish goal and topic  Enquiry: Created mutual understanding  Shape ideas, agreements – the way forward |  | Strength Acceptable Need to improve  **6 5 4 3 2 1** |
| Focussed Listening  Listening with attention on the other person  Retained key information  Summarised to create clarity |  | Strength Acceptable Need to improve  **6 5 4 3 2 1** |
| Effective Questioning  Using mostly open questions  Asking questions that created clarity  Asking questions that deepened mutual understanding |  | Strength Acceptable Need to improve  **6 5 4 3 2 1** |
| Gave Constructive Feedback  Offering appropriate observations or messages to comment an individual’s performance or behaviour |  | Strength Acceptable Need to improve  **6 5 4 3 2 1** |
| Were flexible in your style and approach  Adapting approach to ensure the best outcome. Stayed flexible and responsive to changes during the conversation |  | Strength Acceptable Need to improve  **6 5 4 3 2 1** |
| Delivered a coaching session that was…   * Excellent * Acceptable * Indicated a clear opportunity to Improve |  | Strong – really helped the person to progress  Acceptable – was of some benefit to the person  Need to improve – didn’t seem to support the person in making progress |

**Additional comments**

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