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| **Coaching Behaviour** | **Observations and examples** | **Conclusions** |
| Develop Rapport & RelationshipCoach generated appropriate levels of warmth, openness, and trust. |  | Strength Acceptable Need to improve **6 5 4 3 2 1** |
| Facilitate a structured conversationEstablish goal and topicEnquiry: Created mutual understandingShape ideas, agreements – the way forward |  | Strength Acceptable Need to improve **6 5 4 3 2 1** |
| Focussed ListeningListening with attention on the other personRetained key informationSummarised to create clarity |  | Strength Acceptable Need to improve **6 5 4 3 2 1** |
| Effective QuestioningUsing mostly open questionsAsking questions that created clarityAsking questions that deepened mutual understanding |  | Strength Acceptable Need to improve **6 5 4 3 2 1** |
| Gave Constructive FeedbackOffering 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 approachAdapting 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 progressAcceptable – was of some benefit to the personNeed to improve – didn’t seem to support the person in making progress |

**Additional comments**

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