



Coaching Competencies

How to use this sheet:

Consider the competencies listed below before and after each of your coaching sessions. Use them as a guideline when commenting on your learning and development in your Coach Record sheets.

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| Positive, professional start to session (incl. review of previous session) |
| Establishes clear, SMART session goal |
| Explores reality of situation in relation to the goal |
| Explores options in relation to the goal |
| Demonstrates flexibility of GROW model |
| Use of purposeful open ended questions |
| Coach demonstrates Level 3 (Global) listening. |
| Acknowledges client's values |
| Recognises and handles client's limiting beliefs sensitively |
| Establishes and builds rapport (demonstrates awareness of client's tone and pace) |
| Challenges client when appropriate |
| Clarity of feedback (evidence-based, summarise, paraphrase) |
| Draws out client's strengths |
| Allows silence for client to think and reflect |
| Coach remains Non-judgmental / Respectful / Empathetic |
| Demonstrates awareness of client's preferred thinking style(s) |
| Keeps to client's agenda / Refrains from offering advice or suggestion. |
| Keeps client focused on the session goal. |
| Maintains balance of listening / talking (70% - 30%) |
| Checks level of client's commitment |
| Ensures client establishes clear, agreed action plan with timescale |
| Ensures client reiterates goal |
| Ensures client reiterates action plan |
| Positive, professional conclusion to call |
| Manages the coaching process within the timeframe |