COACHING SKILLS: ACCOUNTABILITY WITHOUT JUDGEMENT

ACTIVE LISTENING—Be curious! Stay open to changing my attitude—Learn something!
  Body language
  Paraphrasing
    FOR FACT and/or
    FOR FEELING
  Open ended questions (‘HOW’ ‘WHAT’ ‘WHY’)

SELF MANAGEMENT – ‘PULL BACK’

SELF AWARENESS
  Introvert—Extrovert
  Big-picture—Detail oriented
  Feeler—Thinker
  Present oriented—Future oriented
PRESENT THE PROBLEM

1. **Be clear and direct**
   a. Describe the behavior (focus on behavior vs person)
   b. Be specific

2. **Use objective language**
   a. Don’t be judgmental (think about tone of voice/wording)

3. **Indicate BELIEF in the worker’s ability to resolve the problem**
   a. See their strength(s) and tie these back to the problem