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

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