

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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<http://www.ecleps.org>