

## **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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