

# Coaching

## COMMUNICATION SKILL REFLECTION



Coaching will benefit from solid communication skills. Use this worksheet to reflect on your current skill level in the areas of building rapport, listening, questioning and offering feedback.



### Building Rapport

Yes No

Do you make sure you are relaxed before having a conversation?

Do you make the effort to welcome the other person and put them at ease with thoughtful questions such as "How are you?"

Do you consider how you appear to another person eg. Your status, appearance etc?

Do you take steps to minimise the differences between you and the other person eg. volume of speaking voice, type of gestures?

Do you reflect your understanding back to the person by both your verbal and non verbal actions?

Do you actively look for signs of detachment by either of you during a conversation?

Do you focus your attention on the present when you are speaking to someone?

Do you reflect on conversations you've had to understand how rapport could be better established?

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What could I do to improve my rapport building skills?

**Active Listening****Yes****No**

Do you consider listening to be a skill?

When you are having a conversation with someone do you forget any preconceived ideas?

Do you ask questions to clarify anything you do not understand or to check that you have received the message clearly?

Do you take notes to assist your recall?

Do you reflect the other person's body language?

Do you avoid filling silence if the other person does not immediately answer a question?

Do you focus your attention on the individual you are speaking to rather than yourself?

Do you wait until the person has finished speaking before saying something?

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What could I do to improve my active listening skills?



Questioning	Yes	No
Do you usually prefer to offer an opinion rather than ask a question?		
Do you have a habit of asking closed rather than open questions?		
Do you use questions as a way of obtaining more information, e.g. using words such as tell, describe, explain?		
Do you note your tone of voice when asking questions, keeping it as neutral as possible?		
Do you take time to construct clear, transparent questions before asking them?		
Do you use questions as a way of guiding someone to a conclusion that you think they should make?		
Do you ever ask a question before thinking about it?		
Do you reflect upon the questions that you have asked to consider if they had the desired impact?		

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What could I do to improve my questioning skills?

**Providing Feedback****Yes****No**

Do you ensure that your feedback is balanced – focussed on strengths as well as development areas?

Do you provide feedback based solely upon behaviours that you have actually observed rather than on perceived personality traits?

Do you ensure that your feedback is objective and non-judgemental?

Do you back up all feedback with specific examples?

Do you highlight the impact of behaviours by discussing who and what was affected?

Do you allow the other person the right to explain?

Do you help the other person to identify next steps?

Do you try to offer timely feedback rather than waiting for a time that is more convenient for you?

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What could I do to improve my feedback skills?