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**What makes a good coach?**

1. Establishing the coaching relationship and establish clear parameters for the coaching term  
   1. This can include addressing negative behavior, organising meetings and establishing trust with the employee. The coach must be able to give feedback which is constructive but sensitive.
2. Managing Self
   1. Controlling own emotions
   2. Self aware of own biases, values and beliefs
   3. Modifies own behaviour based on own performance during coaching
3. Communication
   1. Active listening and questioning
   2. Paraphrase and prompting and helps provide clarification
4. Goal Focused
   1. Provides guidance to help goals to be better defined and refined over time.
   2. Challenges the assumptions and eliminates distractions
   3. Provides a visualisation of success/good/excellence
5. Flexibility and understanding
   1. Respectful and sensitive to others emotions and can adapt communication style as needed.
   2. Can help decompose complex issues into more discrete manageable tasks
   3. Can bring multiple perspectives to issues and situations

*Coaching is about helping someone to learn, not about giving someone the “correct” answer.*

*BOOK Reference: Hill, Peter. Concepts of coaching: a guide for managers. ILM, 2004.*