

Valuable Coaching Skills

Action Steps

These eight coaching conversation skills take time and practice to develop. On the following pages is a self-assessment tool for you to identify which skills you need to strengthen.

Conversation Skills Assessment

Use a check mark to rate yourself in the following areas:

Skill Area	poor	average	good
Focused Listening			
Paraphrasing			
Reflection of Feeling			
Active Inquiry			
Giving Feedback			
Process Communication			
Summarizing			
Using Silence			

Note the skill areas in which you gave yourself the lowest scores. Review the techniques relevant to that skill and write a practical action plan for developing the skill.

Action Plan

1. Skill to Develop:

Day-to-Day Action Steps:

Timeline for Development:

2. Skill to Develop:

Day-to-Day Action Steps:

Timeline for Development:

3. Skill to Develop:

Day-to-Day Action Steps:

Timeline for Development:

Let's review.

The coaching conversation skills are:

❖ **Focused listening**

❖ **Paraphrasing**

❖ **Reflection of feeling**

❖ **Active inquiry**

❖ **Giving feedback**

❖ **Process communication**

❖ **Summarizing**

❖ **Using silence**