

Core Competencies for Effective Coaching

Content Area I: Coaching relationship

Competency

- A. Approaches the coach-client relationship with mutual respect and positive relationship-building skills
- B. Uses direct questioning and active listening skills to help determine the needs of client and convey understanding of feelings
- C. Listens without passing judgment or displaying agreement or disagreement
- D. Provides encouragement and support to client in developing new skills
- E. Displays confidence in client's ability to develop new skills

Content Area II: Effective Coaching Practices

Competency

- A. Demonstrates ability to develop a partnership with client through applying teamwork and teambuilding activities
- B. Uses appropriate tools to provide reliable and useful information to client
- C. Uses a variety of strategies to encourage and motivate client to identify needs and develop goals and an action plan to improve skill level
- D. Demonstrates skill in identifying factors in client's environment that may affect intended outcomes
- E. Provides strength-based feedback on identified needs in a sensitive and responsive manner
- F. Uses knowledge and skills to model/teach skill as identified to meet need of client
- G. Encourages client to practice and integrate new skill into daily work
- H. Assists client to compare new information, skill and experiences with past practices
- I. Assists client with developing an intentional plan for practicing new skills
- J. Celebrates with the client in the successful acquisition of new professional skills
- K. Supports the development of a learning community to solidify new skill acquisition
- L. Demonstrates effective management of time, documentation/record-keeping skills and report writing
- M. Shares knowledge of professional development opportunities, resources, and referral services available to client

Content Area III: Professional Responsibilities in Coaching

- A. Demonstrates understanding of and value in the coach-client relationship
- B. Demonstrates ability in clarifying the purpose and outcomes for the coach-client relationship
- C. Demonstrates competence in applying effective coaching practices
- D. Displays a commitment to quality through continued personal growth
- E. Maintains confidentiality at all times, especially when discussing issues, topic choice, and results of individual learning
- F. Maintains a positive attitude that focuses on the needs of client

Content Area IV: Managing Challenges

- A. Demonstrates ability to establish realistic and consistent expectations for the coaching relationship
- B. Demonstrates flexibility in providing a variety of strategies and techniques in skill development to address different learning styles and preferences
- C. Includes client in applying problem solving strategies when necessary
- D. Uses a variety of positive conflict management strategies to identify and minimize the impact of conflict on the coaching relationship