



# Coaching Skills Worksheet

For Phone Professionalism Course

On the list below choose one specific improvement you can make on each skill. Remember, it doesn't have to be a huge change, just something you know you can do to begin making incremental improvements in your performance. Please return a copy of this form to me once it is filled out completely so we can follow up on your progress.

Also, list one person you might coach to help improve their performance.

A person you might be able to coach to better performance: \_\_\_\_\_

Here are a few basic coaching rules to remember as you coach:

1. Get their permission before starting any coaching
2. Stay focused on what they want and need – make sure this is clear and agreed upon
3. **THEY** rate their performance with feedback from you
4. Keep coaching light and focused on small, doable, incremental improvements
5. Never pick more than one skill to work on in one coaching session
6. 80/20 Rule: listen Vs talk – questions Vs statements – praise Vs criticism
7. Build a relationship of trust by truly caring about their success – this is not an exercise!
8. Be honest with your own doubts, concerns, weaknesses – don't fake it
9. Keep it short – usually no more than one call or more than 20 minutes
10. Make clear goals at end of each session on what to work on and results to be expected
11. If you reach a wall – person is unwilling or incapable of improving – Turn It Over to a Manager

## List One Improvement to Work On For Each Skill

### **1. Listening**

One specific thing you can focus on? \_\_\_\_\_

### **2. Tempo**

One specific thing you can focus on? \_\_\_\_\_

### **3. Commitment**

One specific thing you can focus on? \_\_\_\_\_

### **4. Building a Relationship**

One specific thing you can focus on? \_\_\_\_\_

### **5. Effective Use of Knowledgebase, etc.**

One specific thing you can focus on? \_\_\_\_\_

### **6. Buying Signals**

One specific thing you can focus on? \_\_\_\_\_

### **7. Answering Questions**

One specific thing you can focus on? \_\_\_\_\_

### **8. Voice**

One specific thing you can focus on? \_\_\_\_\_