

Coaching tips & tricks

DOS AND DON'TS FOR COACHES

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Try to understand/analyse the behaviour	Just ask open-ended questions
Help coachees to reflect on work	Provide immediate and concrete answers
Facilitate group communication if needed	Focus on the content only
Identify ineffective ways of learning and provide feedback, tell coachees to improve	Tell learners what they did wrong
Provide continuous feedback and prevent problems from spiralling	Provide feedback at the very end of the project

GOLDEN RULES FOR EFFECTIVE SESSIONS

- Create an **open and stimulating** environment, where coachees can feel safe sharing their thoughts with the coach and fellows.
- **Stimulate dialogue** within the team, by providing peer feedback and exchanging opinions so the process of reflection can be improved.
- Include continuous **feedback loops**. Continuous feedback gives the coach the opportunity to assess whether the discussion during the meeting had the intended effect or not.
- Mutual **understanding** and **“unknowing”**. Both coach and coachees take part in the discussions with an open mind and with no fixed preconceptions of the outcome, in order to make sure that a fruitful dialogue is taking place.
- Maintain a **positive relationship** with the coachee(s), which can promote efficient communication.
- Use of **conversation skills**: asking open and closed questions, active listening skills, paraphrasing, summarising, asking for clarification, a reflection of feelings and positive relabelling.