

## COACHES WHO MAKE A DIFFERENCE

Here is a rating scale to assess your skills in building positive relationships. Consider the following list of characteristics. Assess your areas of strength or improvement and mark the appropriate column for each characteristic.

|   |
|---|
| 1- Very strong in this behavior                   |
| 2- Somewhat strong in this behavior               |
| 3- Not too strong in this behavior                |
| 4- Weak in this behavior                          |
| 5- Very weak in this behavior - Needs Improvement |

★ Star the effective coaching behaviors that are most difficult for you.

√ Check the behaviors that are easiest for you.

| Effective Coaches                                       | 1<br>Very<br>Strong | 2<br>Somewhat<br>strong | 3<br>Not Too<br>Strong | 4<br>Weak | 5<br>Very<br>Weak |
|---|---------------------|-------------------------|------------------------|-----------|-------------------|
| I establish a trusting relationship with all employees  |                     |                         |                        |           |                   |
| I listen more than talk                                 |                     |                         |                        |           |                   |
| I ask more questions than I give answers                |                     |                         |                        |           |                   |
| I value and model continuous learning                   |                     |                         |                        |           |                   |
| I speak directly  |                     |                         |                        |           |                   |
| I recognize personal limitations                        |                     |                         |                        |           |                   |
| I make an effort not to overuse strengths               |                     |                         |                        |           |                   |
| I offer chances to take risks                           |                     |                         |                        |           |                   |
| I remain curious rather than defensive                  |                     |                         |                        |           |                   |
| I model accountability and ownership                    |                     |                         |                        |           |                   |
| I meet others where they are and help them move forward |                     |                         |                        |           |                   |
| I keep an optimistic attitude about people              |                     |                         |                        |           |                   |

|  |  |  |  |  |  |
|--|--|--|--|--|--|
| I offer immediate positive recognition   |  |  |  |  |  |
| I help others view mistakes as learning opportunities                              |  |  |  |  |  |
| I smile  |  |  |  |  |  |
| I meet individually with employees to identify ways to help them be more effective |  |  |  |  |  |
| I use common courtesies (please, thank you)  |  |  |  |  |  |
| I apologize for mistakes or for treating others without respect                    |  |  |  |  |  |
| I confront the issue, not the person   |  |  |  |  |  |
| I demonstrate friendly, positive, and upbeat behavior to others                    |  |  |  |  |  |
| I use delegation as a means of developing others skills                            |  |  |  |  |  |
| I give specific and timely feedback  |  |  |  |  |  |
| I observe my employees work and behavior   |  |  |  |  |  |
| I work with employee's to set and achieve desired goals and outcomes               |  |  |  |  |  |