

# Coaching session

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Staff member:	Organisation/dept:
Reviewed by:	Review date:

## Area of observation - Communication

### Effective listening

Respectful, attentive, don't interrupt, reflect back, questions when doesn't understand.

### Empathy

Acknowledge client's situation or feelings. Show interest. Positive Body language.

### Client progress feedback

Updates client's progress on a regular basis through appropriate channels, uses objective observations when providing updates, seeks advice and support appropriately.

## Coach feedback

## Staff reflection

## Area of observation - Language

### Uses Strength Based Language

Language is positive, encouraging and meaningful to the client.

## Coach feedback

## Staff reflection

# Coaching session

## Area of observation - Meaningful Engagement

Acknowledgement client's goal/s or what they want to achieve

Demonstrates collaboration between client and staff member, client consulted and drives decisions and makes informed choices.

Steps back before stepping in, offers encouragement and guidance if needed.

Problem solving is collaborative

## Coach feedback

## Staff reflection

## Area of observation - Other Relevant Observations /Comments

## Coach feedback

## Staff reflection

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# Coaching session

## Area of observation - Actions Discussed and Agreed

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## Coach feedback

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## Coach overall comments

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