



Core Coaching Capabilities – Reference guide for Coachees

Knowledge: As a coach you need to know...

- ✓ What coaching means and what distinguishes coaching as distinct from other learning and helping roles
- ✓ What the coaching process involves and what coaching models underpin your role as a coach
- ✓ Where coaching fits within wider developmental processes (particular within organisations)
- ✓ What personal and professional capabilities the coachee needs to develop
- ✓ How to manage the coaching relationship and to set clear boundaries
- ✓ How people respond to, manage and resist change
- ✓ How people learn and adapt coaching to suit different learning styles
- ✓ The limits and boundaries of own practice

Skills: As a coach you need to be able to...

- ✓ Actively listen and communicate at different levels
- ✓ Employ your intuition
- ✓ Creatively ask questions
- ✓ Influence with integrity
- ✓ Give feedback artfully
- ✓ Be empathic in face of setbacks
- ✓ Demonstrate confidence in self and coachee
- ✓ Be compassionate
- ✓ Work openly and collaboratively
- ✓ Challenge coachee
- ✓ Help coachee engage in problem-solving
- ✓ Facilitate goal-setting & generation of own strategies
- ✓ Focus on action
- ✓ Inspire persistence
- ✓ Act in the best interests of the coachee
- ✓ Network and access resources
- ✓ Manage self
- ✓ Demonstrate passion
- ✓ Act ethically and with the highest integrity

Behaviours: As a coach you should...

- ✓ Demonstrate empathy & build rapport
- ✓ Promote and facilitate excellence
- ✓ Inspire curiosity to open up new horizons
- ✓ Encourage self-discovery
- ✓ Act as a role model
- ✓ Be non-judgemental
- ✓ Posses a sense of humour & use appropriately
- ✓ Value diversity and difference
- ✓ Show tact and diplomacy
- ✓ Maintain trust and confidentiality
- ✓ Signpost client to other sources of support
- ✓ Seek opportunities to build client's confidence and self esteem
- ✓ Critically evaluate own practice
- ✓ Engage in continuous professional development (CPD)
- ✓ Share learning with clients and peers and wider coaching community