

Coaching Skills Two

Coaching is a skill used to encourage the other person to think through a problem or situation. It uses facilitation and questioning to encourage the individual to come up with ideas for themselves.

Skills used in Coaching

Coaching uses the following skills:

- **Building Rapport** – putting the other person at ease through appropriate use of body language, eye contact and small talk. Building rapport is about being approachable and friendly so the other person feels comfortable talking to you and sharing information
- **Empathising** – understanding how the other person may be feeling and showing understanding
- **Active Listening** – active listening skills to hear what the other person is saying, to feel and understand what they may not be saying or the ‘hidden’ message
- **Reflective Listening** – to reflect back to the other person what they have said and to demonstrate understanding
- **Questioning** – using a range of different questions

Types of Question with examples:

- **Closed** – expects a ‘yes’ or ‘no’ response
Example: “have you visited France?”
- **Open** – gives more information
Example: “where did you go on holiday?”
- **Probing** – focuses on specific information and probes deeper
Example: “What did you enjoy doing when you went to France?”
- **Funnelling** – picks up on information given and questions further
Example: “So you really enjoyed the art galleries, what in particular did you like?”
- **Reflective** – encourages someone to think or feel
Example: “How did you feel when you went abseiling?”

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- **Rhetorical** – encourage someone to think and pay attention but do not expect an answer
Example: “Who wouldn’t want to go abseiling?”
- **Leading** – leads the listener to a certain type of answer
Example: “So you had a good day at work today?”

Activity

For each type of question, consider one question you could ask:	
Closed	
Open	
Probing	
Funnelling	
Reflective	
Rhetorical	
Leading	

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