

SESSION

2

ACTIVITY

2

Coaching Skills Cue Card

Communication Skills for Coaches

Active Listening

Is focused on the speaker.
Is blocking out all competing thoughts.
Is leaning forward and nodding.

Paraphrasing

Is restating what was stated.
Is used to check for understanding.
Clarifies what was heard by summarizing.
Indicates acceptance and encouragement.
Establishes relationship between speakers.

- ◆ So . . .
- ◆ *So what you are wondering is . . .*
- ◆ *As you . . .*
- ◆ *So your hunch is . . .*
- ◆ *You're thinking . . .*

Clarifying Questions

Lead to a clear picture or understanding of a topic or idea.
Are factual.
Are answered quickly.
Are used to gather information.

- ◆ *How did you . . . ?*
- ◆ *What . . . ?*
- ◆ *How did . . . ?*

Probing Questions

Are thought provoking and encourage deeper thinking.
Usually start with a paraphrase.
Are often open-ended.

- ◆ *You said . . . , have you ever thought about . . . ?*
- ◆ *Why . . . ?*
- ◆ *What might the next step be?*
- ◆ *What did you learn from that?*
- ◆ *Are there other strategies that you could use to . . . ?*

Adapted from, and used with permission of, the publishers of Garmston, R. & Wellman, B. *The Adaptive School: A Sourcebook for Developing Collaborative Groups*. Norwood, MA. Christopher-Gordon.