Behaviours and Skills of an Effective Coach and Mentor

1. Elicits learners ideas and solutions without imposing own
2. Helps learner prioritise his / her learning needs
3. Skilled in the art of questioning
4. Good time keeping when coaching
5. Provides framework for programme of coaching
6. Offers absolute confidentiality
7. Is able to suspend own beliefs and values during coaching
8. Challenges learner
9. Coach receives own coaching
10. Coach makes time for own learning and development
11. Maintains accurate notes of coaching
12. Listens actively
13. Uses personal disclosure as appropriate to learners learning
14. Invites feedback and criticism from learner
15. Facilitates learner to reflect on specific situations to draw learning
16. Encourages learner to set compelling goals
17. Establishes rapport
18. Demonstrates empathy with learner
19. Makes time for coaching
20. Gives specific feedback regarding learners behaviours and actions
21. Establishes and adheres to clear contract for coaching
22. Encourages learner to set challenging goals
23. Knows limits of own experience and ability
24. Holds unconditional positive regard for learner
25. Encourages learner to take ownership and responsibility for own learning
26. Accepts feedback and criticism from learner with integrity
27. Demonstrates genuine interest in what the learner is trying to achieve
28. Provides honest and constructive feedback
29. Accomplished in the use of coaching models and tools
30. Only offers own ideas when a learner is stuck
31. Will address issues in coaching relationship promptly if these arise
32. Keeps to agreed appointments