



# Coaching Techniques Worksheet

This worksheet summarizes the principles you learned from the Coaching Techniques online tutorial. Use this worksheet as a reference while you are coaching others; doing so will allow you to concentrate more on helping the person you are coaching rather than trying to remember what to do next.

## 1 Using Internet Tools

The ldsjobs.org Web site provides training units to help guide your coaching. Each unit contains activities to help meet the needs of the people you coach. They can best use this training by:

- Pondering the statements or quotes under each picture.
- Studying the overview for each step.
- Completing the activities and role plays.
- Asking themselves the “Questions to Consider.”
- Reviewing the examples to clarify understanding.



## 2 Following an Agenda



Having a written agenda when you coach someone helps you not forget any important issues. Effective agendas recognize the person you are coaching is in charge. They also provide time to:

- Build rapport and trust.
- Open and close with prayer (as appropriate).
- Define the purpose of the meeting.
- Review goals and actions since the last meeting.
- Analyze what may be preventing success.
- Practice skills (as needed).
- Commit to future action and to schedule future meetings.
- Record progress in the ldsjobs.org candidate database.

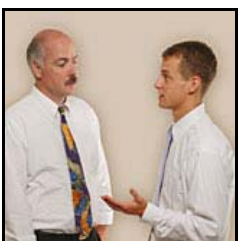
## 3 Asking Questions

You can help people clarify their thoughts by asking them questions. The questions you ask should help the people you coach:

- Find solutions.
- Start to think and talk.
- Examine and probe their thinking.
- Summarize their thoughts and decisions.



## 4 Listening Carefully



Listen carefully to other people. This shows them you care. Also, the more they talk the more they may understand what they really think and feel. To listen effectively:

- Let the other person do 80% of the talking.
- Repeat back to other people their own words (so they hear exactly what they said).
- Restate people’s thoughts in your own words.
- Resist interrupting others while they are thinking.
- Transition smoothly from one topic to another.

## 5 Practicing and Role-Playing



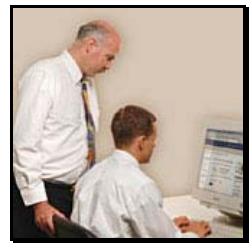
Practicing with others helps them improve their skills. The online tutorials at [ldsjobs.org](http://ldsjobs.org) (see step 1) contain many skills you can practice with others, including:

- Making powerful impressions.
- Getting appointments.
- Interviewing for information and referrals.
- Interviewing for hire or admission.
- Making follow-up contacts.

## 6 Helping Others Explore Options

Helping people consider their resources and options is an important role of a coach. How well you do this can affect an individual's self-reliance. To best help others explore their options:

- Help the person find at least three options to consider.
- Help the person list the benefits and consequences of each option.
- Allow the person you are working with to make the final choice.
- Encourage the person to pray about the decision.
- Support the person in the decision.
- Recognize that the person is responsible for the consequences of his or her choice.



## 7 Discussing Sensitive Issues



Occasionally, you may have to discuss sensitive issues with others in order to help them progress. The following simple steps will reduce the possibility of leaving the person you are coaching with hurt feelings:

- Set a time in the agenda to discuss sensitive issues (see step 2).
- Ask permission before saying anything.
- Describe the issue and how others might react to it.
- Discover any reasons behind the issue.
- Discuss options for a solution, and decide what action to take.
- Monitor future progress on the issue.

## 8 Keeping Skills Sharp

Keeping your coaching skills sharp will help you bless the lives of more people. To continually improve your skills:

- Study the manuals *Providing in the Lord's Way* and *Teaching, No Greater Call*.
- Refer to the [ldsjobs.org](http://ldsjobs.org) library of related materials.
- Review the [ldsjobs.org](http://ldsjobs.org) list of related Web sites.
- Visit career-oriented resources in your community.
- Evaluate your performance regularly.

