

Coaching Skills Assessment

Feedback Report

First Name Last Name

15/03/2023

MTD Training

Your Report Overview

Thank you for taking the CoachingDNA Assessment

Here are your results! Are there any surprises? They are ranked from your highest scoring area through to your lowest. A high score is from 76% to 100%, medium from 51% to 75% and low scores are less than 50%. Take a look through your report for suggested improvements.

We've scored you against the following key areas



Active Listening

70%



Communication Skills

63%



Giving Feedback

60%



Development Planning

58%



Coaching Approach

53%



Questioning Skills

50%

Your Overall Score

Below is your overall average across the **36 statements**.

The following key was used:

76% to 100% = High Score

51% to 75% = Medium Score

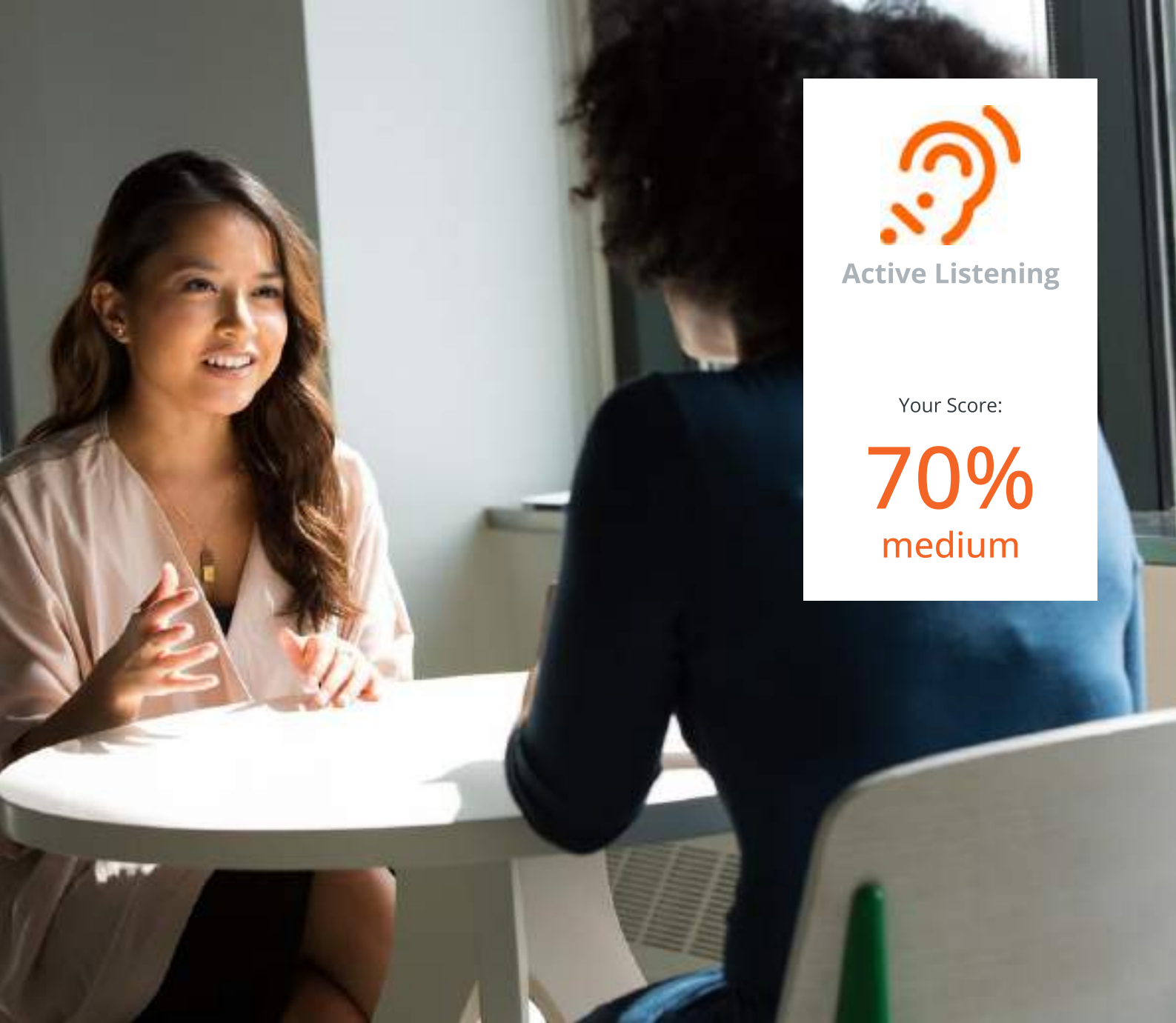
Less than 50% = Low Score

Thinking of your overall score below and your scores for each of the 6 sections on the previous page, ask yourself some initial questions:

- * Did you expect your overall score to be what it was?
- * Were there any surprises across the 6 areas?
- * What were you pleased about?
- * What score makes your curious to find out more?

Your Overall Score

59%



Active Listening

Your Score:

70%
medium

Active Listening

Your score will show clear signals as to whether you are interested and engaged or not.

Are you really present in the conversation?

Active listening helps to build trust and develop the relationships between you and those that you are coaching.

The good news is that active listening is a state of mind and can be improved with the right approach and practice.

Active Listening tips to improve your score.

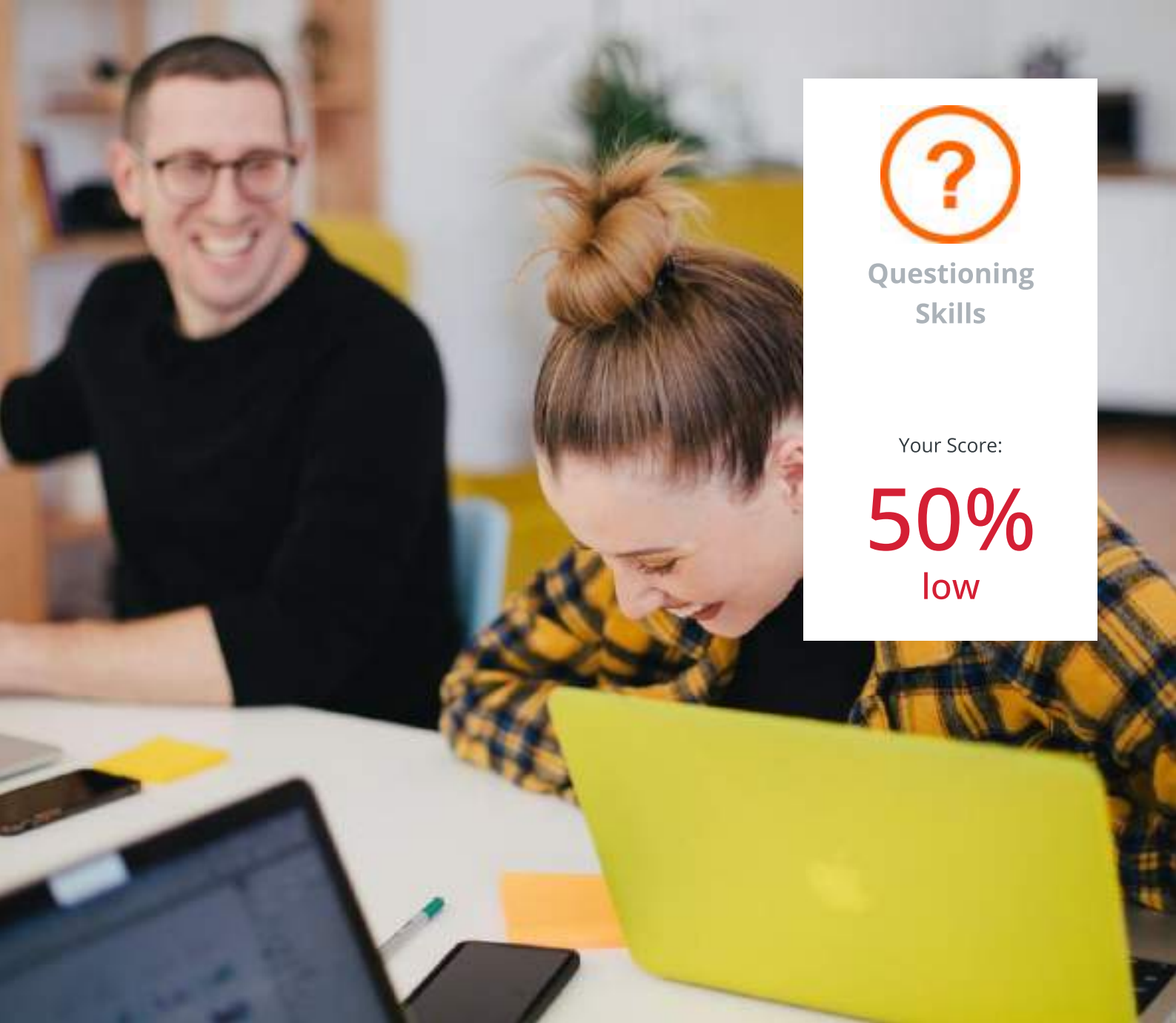
"Listening is one of the loudest forms of kindness"

- Paraphrase and reflect back what is being said to ensure clarity and understanding
- Never interrupt others when they are speaking
- Give your full attention and be present in the conversation
- When listening do not make any judgements or assumptions
- Acknowledge their emotions as well as the message
- If face to face, always maintain eye contact
- Don't impose your opinions or solutions
- Don't start planning what you're going to say next as they are talking
- Show that you're listening with your body language



Ask yourself this...

Are you really listening to understand or are you listening to respond?



Questioning Skills

Your Score:

50%
low

Questioning Skills

Your score will show just how curious you are to dig deeper into the route cause and to challenge goals, commitment and standards.

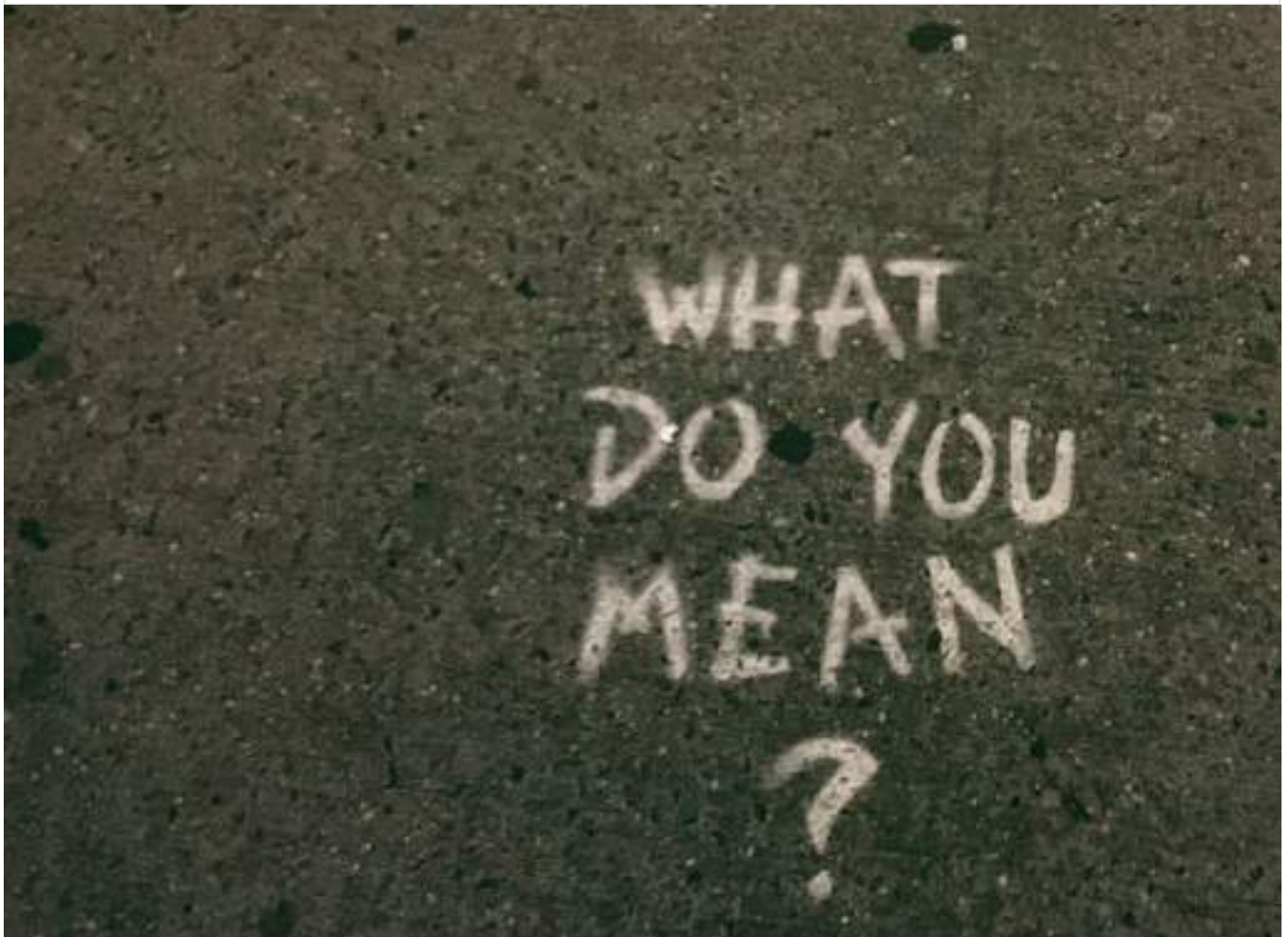
Effective questioning will expand thinking and explores beliefs, values and limiting behaviours that are getting in the way.

Ultimately, it's the quality of your questioning skills that will determine how successful your coaching sessions are.

Questioning Skills tips to improve your score.

"Questioning is the door of knowledge"

- Ask both open ended and closed questions to move the conversation forward
- Ensure your questions are advice free
- Avoid "Why" questions as they provoke a defensive response
- Have a sense of curiosity. Become noseey!
- Challenge how committed the coachee is to want to the change
- Keep drilling down further. The answer is often deeply hidden
- Ask questions around beliefs, values and limiting behaviours
- Explore what is or could stop progress
- Don't forget what, how, where, who and when



Ask yourself this...

Do you question often enough? Do you question hard enough?



FREE - 400 Coaching Questions

If you want to take your coaching game onto the next level then please download these **400 coaching questions**.

They cover **17 specific areas of coaching** ranging from questions around goal setting and limiting beliefs through to development planning and how to follow up on inaction.

It's the ultimate resource for the modern coach who wants to be the very best that they can be.

Download below.

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Giving Feedback

Your Score:

60%
medium

Giving Feedback

Your score will show how helpful and timely your feedback skills are.

Is your feedback constructive and well planned or based on opinions with no clear structure?

Do you always check if your feedback was useful and also understand the stages and process that others go through when they receive feedback.

They say that feedback is the breakfast of champions. Is the feedback that you provide to others worth eating!

Giving Feedback tips to improve your score.

"There is no failure. Only feedback"

- Ensure that your feedback is based on evidence and facts. Not opinions
- Do not provide solutions
- Ask for permission to provide feedback first
- Always ask if the feedback was helpful
- Understand the 4 stages of receiving feedback: denial, anger, withdrawal, acceptance
- Use a feedback model like SBI. Situation, behaviour, impact
- Ensure your feedback includes positive aspects as well
- Make sure that your feedback is timely and actionable
- Focus on one message at a time



Ask yourself this...

Do you ask for permission so you can provide feedback? It's often missed out.



Coaching
Approach

Your Score:

53%
medium

Coaching Approach

This demonstrates your commitment to future focused performance improvement using a planned approach to development and your coaching.

Do you use a coaching model or do you wing it?

Do you schedule in formal coaching sessions or just coach "in the moment"?

Are you really coaching? Are you providing too many of the answers?

Coaching Approach tips to improve your score.

"Failing to plan is planning to fail. Hope is not a plan."

- Coach in the moment as it happens PLUS schedule regular, formal coaching sessions
- Ensure you structure your coaching with a model - GROW, FUEL, OUTCOMES etc
- Ensure your coaching is future focused and do not dwell on the past
- Facilitate decisions and the way ahead. Don't create it or provide solutions
- Begin with the end in mind. What is the desired outcome here?
- Should you coach more often? Are you telling too much?
- Do you feel in control of the coaching you provide? If not, think about your planning
- Plan and prepare for every formal coaching session
- Ensure that you have a coach so you can improve



Ask yourself this...

Are you telling too much? Are you coaching enough?



Coaching Professional Level 5 Apprenticeship

If your employer is based in the UK and you work 50% of your time in England then you qualify to be on this 14-month programme.

If you're a small business the **government will pay 95% of the programme** for you.

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Communication Skills

Your Score:

63%
medium

Communication Skills

This demonstrates how engaging your coaching sessions are.

Can you "Read the room" in terms of what your coachee really needs?

Are you showing genuine empathy and patience with others or are you talking too much and over taking?

Effective communication skills are as much about what is not being said - are you able to pick up these non-verbal clues?

Communication Skills tips to improve your score.

"Good communication is the bridge between confusion and clarity"

- Ensure that you're not doing most of the talking during your coaching
- Ensure you show empathy. If you don't it will erode the trust you have
- Be okay with silence. You don't need to fill it
- Build rapport with your people to get them to relax and open up before a session
- Look for body language clues. Go with your hunch as to what they are saying to you
- Make sure that you're not just taking it in turns to talk
- Remember that everyone's #1 subject is themselves
- Be mindful of your own body language signals



Ask yourself this...

If I was on the other end of my communications, how would I feel?



Development Planning

Your Score:

58%
medium

Development Planning

Your score shows how much importance you place on this.

Do you spend a lot of time on action planning or is it an after thought crammed into the end of a coaching session?

There's no point in coaching without a well thought out development plan which is focused on setting objectives and taking action.

Development Planning tips to improve your score.

"A goal without an action plan is a daydream"

- Every formal and informal coaching session MUST have a development plan
- Ensure that the coachee owns the plan not you!
- Leave enough time during your sessions to work on the plan together
- Remember that creating a development plan is not an after thought!
- Ensure your development plans have clear goals, KPI's, outcomes and measures
- Ensure your development plans have clear timelines and actionable items
- Your plans should include the who, what, why, where, how and when
- Ask what your role is within the plan
- When are you going to check-in on the plan and progress?



Ask yourself this...

Audit how much time you allocate for development planning versus coaching. Do you need to spend more time on this?

MTD Training

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