

## Coaching session feedback: After Action Review

<b>Use the ICF competencies to capture feedback during the coaching session:</b>	
<p><b>Established trust and intimacy with the client?</b></p> <p>Ability to create safe, supportive environment with mutual respect and trust e.g. respect for learning styles, permission to work in sensitive areas</p>	
<p><b>Coaching presence?</b></p> <p>Ability to create spontaneous relationship, open, flexible, confident style e.g. dancing in the moment, “goes with the gut”, open to not knowing, willing to take some risks, lightness and energy, confident with strong emotions</p>	
<p><b>Active listening?</b></p> <p>Complete focus on what client is/is not saying to understand meaning of what is said e.g. client’s agenda, hears concerns, values, beliefs, summarises and mirrors, lack of judgement</p>	
<p><b>Powerful Questioning?</b></p> <p>Asks questions for maximum benefit e.g. evokes discovery and insight, challenges assumptions, open-ended, forward looking and pre-supposing success</p>	
<p><b>Direct Communication?</b></p> <p>Using language that has greatest positive impact e.g. clear with feedback, reframes, clearly explains techniques or exercises, respectful</p>	
<p><b>Creating Awareness?</b></p> <p>Integrates information to help client gain awareness e.g. not hooked on client’s description, helps client discover new thoughts, beliefs etc, expresses insights in meaningful ways</p>	
<p><b>Designing Actions?</b></p> <p>Helping client create opportunities for learning and for taking new actions e.g. helps client explore alternatives, promotes experimentation and self-discovery, celebrates successes and capabilities, helps “do it now”</p>	
<p><b>Planning and Goal Setting?</b></p> <p>Develop and maintain effective coaching plan with client e.g. helps establish development goals and plan, helps identify different resources, identifies early successes</p>	
<p><b>Managing Progress and Accountability?</b></p> <p>Hold attention on what is important for clients, leaves responsibility with client for action e.g. follow-through, holds client accountable for what say they will do &amp; their plan</p>	

**After the coaching session review:**

**What set out to do?  
What happened?**

**What worked?  
What didn't work?**

**What learned?  
What would you do  
differently?**