

What competencies are required in a good coach?

- ✧ Subject area knowledge*
- ✧ Operations context*
- ✧ Technical expertise*
- ✧ Coaching approach and process
- ✧ Learning principles
- ✧ Cultivating trust
- ✧ Questioning techniques
- ✧ Interpersonal skills
- ✧ Building commitment
- ✧ Communication and facilitation
- ✧ Observation
- ✧ Analysis
- ✧ Insight
- ✧ Providing effective feedback
- ✧ Reinforce & celebrate success