# Management Essentials

# Exercise #5

# Coaching and Communication Skills

Meet with your manager or coach and practice your own coaching and communication skills by role playing a difficult conversation. Imagine that your coach is one of your own team members. Imagine that he or she has not been participating in your team meetings during the past month in the way that he or she did in previous months. In other words, this team member appears to have lost interest or may be feeling depressed about something.

During your conversation attempt to include each of the following. After the conversation ask your coach how he or she felt about the conversation and ask if they recognized your use of each of these listening skills.

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| Effective Communication Practices | | |
| **Listening Skill** | **Was this used during the conversation?** | **How did this feel to your coach and how could you improve the use of this skill?** |
| **Attending Body Language** |  |  |
| **Asking Open-Ended Questions** |  |  |
| **Reflective Listening or Rephrasing** |  |  |
| **Expressing Empathy** |  |  |
| **Acknowledging** |  |  |
| **Using Silence** |  |  |
| **Brainstorming Together** |  |  |