

## EMOTIONAL INTELLIGENCE EDUCATION PROGRAM

# Coaching Self-Assessment: Reflection Quiz

Health care providers often include coaching and skills building into their regular interactions with patients and their caregivers. This assessment will help you identify the skills you need to successfully coach and guide patients and their caregivers. For each skill category below, consider the statement and behaviours and evaluate each item.

Coaching Tactic and Skills	4 Always	3 Sometimes	2 Rarely	1 Never
<i>(Rapport and trust)</i> I consider building and maintaining trust with individuals I coach.				
<i>(Instruction and guiding)</i> I start coaching conversations with open-ended questions before focusing on details.				
<i>(Mindful listening)</i> I pay attention to what others are saying and listen empathically without judgement.				
<i>(Coaching moments)</i> I am prepared for any opportunity to provide coaching.				
<i>(Goals and options)</i> I encourage individuals to set goals and consider various options.				
<i>(Strengths-based)</i> I help individuals identify their strengths and understand their weaknesses.				
<i>(Feedback)</i> I give positive feedback that encourages and motivates.				
<i>(Empowerment)</i> I consider an individual's emotional state when coaching.				
<i>(Difficult situations)</i> I deal with uncomfortable topics and work to find solutions.				
<i>(Follow up)</i> I keep commitments and help individuals' monitor outcomes				
TOTAL				

Adapted from Team STEPPS® 2.0, Agency for Healthcare Research and Quality <https://www.ahrq.gov/teamstepps/instructor/index.html>

### SCORING

#### **Above 35: Gold Medal Coach**

Your coaching skills and knowledge is high. You are personable, emotionally intelligent, and organized. You have effective goal-setting skills and questioning techniques. Keep up the good work!

#### **21 – 34: Silver Medal Coach**

Your coaching skills are good, but there's some room for improvement. Check to see which skills you should focus on and try applying your emotional intelligence capabilities to make improvements.

#### **0 – 20: Bronze Medal Coach**

You are most likely new to the coaching role. Developing your coaching skills is very important. Building rapport and trust; knowing how and when to coach and asking open-ended questions are all critical to effective coaching.