



# Unit 2: The Coach/New Surveyor Relationship

# Topics



- Establishing a Relationship
- Effective Communication
  - Listening Skills
  - Asking Good Questions
  - Giving Feedback
  - Communication Skills Summary
- Responsibilities

# Establishing a Relationship



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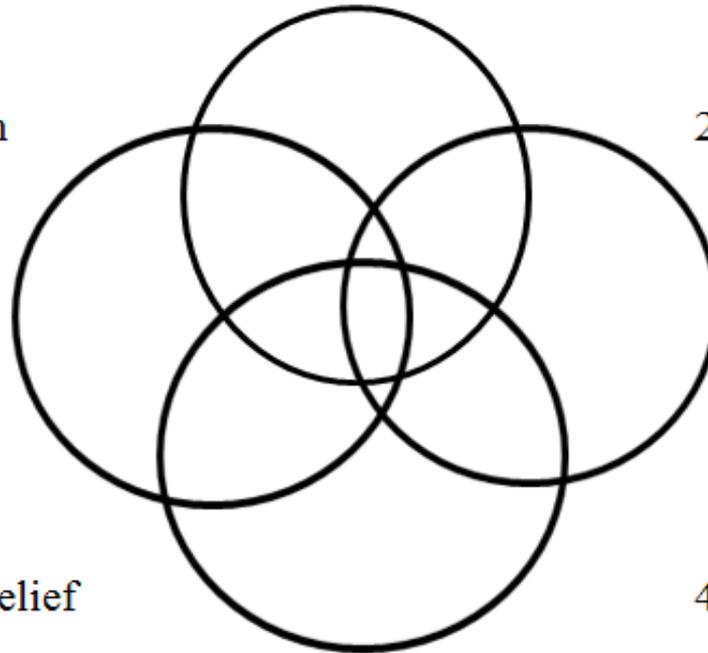
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# Effective Communication



1. Exchange Information

2. Ensure Understanding



3. Establish Trust and Belief

4. Commitment to Action

# Listening Skills



“Seek first to understand, then to be understood.”

—Steven Covey (1990)

*The 7 Habits of Highly Effective People*



# Listening Skills Quote



Next to physical survival,

*“..the greatest need of a human being is psychological survival—to be understood, to be affirmed, to be validated, to be appreciated. Listening provides this...for it provides “psychological air’.”*

—Stephen Covey

# Listening Skills in Action



- When you listen carefully to another person, you validate them.
- Once the need for validation is met, others are open to listen to you. It is then you can focus on influencing them or solving problems.

# Good Listeners: Part One



- Do not interrupt or plan a response while the other person is talking.
- Do not be judgmental.
- Think before answering.
- Try to face the speaker; maintain eye contact.

# Good Listeners: Part Two



- Watch nonverbal behavior; listen with eyes and ears.
- Ask questions and wait for an answer.
- Do not have to have the last word.

—Adapted from Richard Gemmet 1977

# Asking Good Questions



- Gets the new surveyor and coach talking
- Controls attention because they require a response
- Helps the learner think

# Types of Questions



- Closed-ended
- Open-ended



# Closed-Ended Questions



- Usually result in a yes or no answer
- Usually begin with:
  - Do..., Is..., Can..., Could..., Should..., Shall...,
- Should be avoided
- Example:
  - “Are you ready to move to the next step?”

# Open-Ended Questions



- Help evaluate new surveyor's understanding
- Establish strengths and concerns of the new surveyor
- Begin with:
  - How..., Why..., When..., Where..., What..., Who..., Which..., If...
- Example:
  - “What additional information do you need in order to move to the next step?”

# Giving Feedback



The purposes of feedback:

- To reinforce corrections
- To point out actions that need to be corrected through further practice

# Praise



Sincere praise will:

- Let new surveyors know how well they are doing.
- Create a more constructive atmosphere.

# Clarify



- Restate what you heard the trainer say.
- Listen for confirmation that what you are saying is correct.
- Encourage new surveyors to tell you if you are right or wrong.

# Boomerang Question



- Redirect a question back to the learner.
- Example: “That’s a good question. What do you think ought to be done in that situation?”

# Effective Coaches



- Give plenty of timely feedback.
- Give negative feedback privately.
- Accept criticism without becoming defensive.

# Informal Versus Formal Feedback

- Informal Feedback:
  - Given as issues arise
- Formal Feedback:
  - Given at specified times