

CANCER COACHING SKILLS – INDIVIDUAL SUMMATIVE ASSESSMENT

Coaching Process	Skills Application
1. Engagement and Establishing Rapport	Demonstrates positive regard for the client
	Introduces self and role as health coach
	Encourages, accepts, explores client’s health challenges (holistic understanding) and concerns
	Assesses client’s perceptions/view of health
	Uses reflections and summarizations
	Encourages client expression of feelings and concerns; shows empathy
	Ask more what and how questions
2. Shared Agenda Setting (Focusing)	Uses a client-centered process that keeps client’s agenda foremost
	Asks clients about what knowledge they possess regarding subject before offering/asks permission
	Evokes more details from clients that promotes self-discovery
	Uses strategies of Ask-Tell-Ask or Elicit-Provide-Elicit
	Assists clients to integrate health information/Teach Back/Closing the Loop
	Guides the client in focusing on an area for change
	Uses shared agenda setting tool to focus client’s change priorities
3. Evoking	Helps clients to discover new perspectives or insights
	Asks permission to share information or evidence in an area of change-i.e. exercise
	Identifies patient’s strengths and builds on these in change solutions
	Demonstrates rolling with resistance
	Brainstorms potential options or solutions
	Explores ambivalence using reflections/summarization
	Uses decisional balance tool (pros/cons)
	Uses affirmations appropriately
	Uses readiness ruler; and explores with client why a particular score is assigned
4. Planning	Integrates and builds on client ideas and suggestions
	Asks questions that move client towards coaching goals
	Guides client to set a realistic goal; asks client to repeat back the goal
	Uses open ended questions that evoke discovery, insight, commitment or action
	Applies importance and confidence ruler and explores score
	Revisits goals in follow-up visit
	Explores barriers to action plan and problem solves with the client