

# Health Coach/ Cancer Coach/ MI Evaluative Experiential Learning Assessment Grid

Learner's name:

In the process of the 3 (20-minute) interviews the following aspects will be evaluated.

Criteria for interviewing skills	Never displaced 1	Poor 2	Fair 3	Good 4	Excellent 5
<b>1. Non-verbal communication skills (micro skill)</b>	Does not use appropriate nonverbal communication skills. Nonverbal communication is out of sync with client's emotional state. Interviewer appears disengaged.	Seldom uses appropriate nonverbal communication skills. Observed the following: closed posture, little or no eye contact, lack of pauses or silence when called for, tone of voice is flat, body language is mostly out of sync with client's emotional state.	Sometimes uses appropriate nonverbal communication skills. Observed the following: minimal eye contact, facial expressions are minimal or too much, tone of voice is not matching the conversation. Appears somewhat engaged.	Often uses appropriate nonverbal communication skills. Observed the following: good eye contact, appropriate facial expressions and gestures (i.e., leaning in during the conversation) and appropriate tone of voice. Appears engaged.	Always uses appropriate nonverbal communication skills. Observed the following: regular ongoing eye contact, appropriate facial expressions, gestures and tone of voice which expresses empathy. Appears extremely engaged in interview.

		Seldom is engaged in interview.			
<b>2. Open ended Questions (micro skill)</b>	Does not asks open ended questions to facilitate the interview.	Seldom asks open ended questions. Mostly using closed ended questions to facilitate the interview.	Sometime asks open ended questions to facilitate the interview.	Often asks open ended (probing) questions to facilitate the interview.	Always asks open ended (probing) questions effectively to facilitate the interview.
<b>3. Reflective listening (micro skill)</b>	Does not use reflective statements to draw out client's thoughts and feelings.	Seldom uses reflective statements to draw out client's thoughts and feelings.	Sometime uses reflective statements to draw out client's thoughts and feelings.	Often uses reflective statements to draw out client's thoughts and feelings.	Always uses reflective statements to draw out client's thoughts feelings.
<b>4. Summarizations (micro skill)</b>	Does not paraphrase or summarize what the client was saying.	Seldom paraphrases or summarizes what the client is saying.	Sometime paraphrases or summarizes what the client is saying.	Often paraphrases and summarizes what the client is saying.	Always paraphrases and summarizes what the client is saying.
<b>5. Expressing Empathy (micro skill)</b>	Does not acknowledge client's emotions or state.	Seldom acknowledges client's emotions or state with limited reflective empathetic, non-judgemental comments.	Sometimes acknowledges client's emotions or state with few reflective empathetic, non judgemental comments.	Often acknowledges client's emotions or state with reflective empathetic, non judgemental comments.	Always acknowledges client's emotions or state with reflective empathetic, non judgemental comments. .

<b>6. Eliciting change talk (micro skill)</b>	Does not asks questions that builds on curiosity and exploration of client perspective.	Seldom asks questions that builds on curiosity and exploration of client's perspective. (values, strengths, or beliefs)	Sometimes asks questions that build on curiosity and exploration of client's perspective. (values, strengths or beliefs)	Often asks questions that build on curiosity and exploration of client's perspective. (values, strengths and beliefs)	Always asks questions that build on curiosity and exploration of client's perspectives. (values, strengths and beliefs).
<b>7. Interview process</b>	Does not introduce self, role or interview process. Interview does not flow. No follow up plan.	Seldom introduces self, role or interview process. Interview does not flow and is fragmented. Follow up plan is directed by interviewer. (no collaboration)	Sometimes introduces self, role or interview process. Interview sometimes flows. Follow up plan is developed partially in collaboration with client.	Often introduces self, role or interview process. Interview often flows well. Follow up plan is often developed in collaboration with client.	Always Introduces self, role or interview process. Interview always flows well. Follow up plan is always developed in collaboration with client.
<b>8. Establish rapport</b>	Does not develop rapport with the client.	Seldom develops rapport with client.  Makes inappropriate emotional responses.	Sometimes develops rapport with client.	Often develops rapport with the client. (positive regard, using reflective statements, responding with curiosity, non-	Always develops rapport with the client. (positive regard, using reflective statements, responding with curiosity, non-judgemental manner)

				judgemental manner)	
<b>9. Client Centred Care: Ensuring client's needs, interests and preferences drive the interview</b>	Does not use a client centred approach, Interviewer uses their own agenda ignoring client's needs and interests.	Seldom uses a client centred approach, Interviewer uses most of their own agenda. Seldom considering clients needs and interests.	Sometimes uses a client centred approach. Interviewer uses some of their own agenda and sometimes considers client's needs and interests.	Often uses client centred approach. Interviewer uses inquiries and reflective statements to facilitates client's agenda and often incorporates individual's needs and interests.	Always uses client centred approach. Interviewer uses inquiries and reflective statements to facilitate client's agenda and always incorporates individual's needs and interests.
<b>10. Shared information</b>	Does not asks permission for the following: to share information, to give advice, or to makes recommendations	Seldom asks permission for the following: to share information, to give advice, or to make recommendations	Sometimes asks permission for the following: to share information, to give advice, or to make recommendations	Often asks permission for the following: to share information, to give advice, or make recommendations	Always asks permission for the following: to share information, to give advice, or to make recommendations.
<b>11. Invite client to select focus of session</b>	Does not allows client to select focus of the interview. Directs the client towards a focus. Does not explore client's intent.	Seldom allows client to select focus of the interview. Often directs the client towards a focus. Seldom explores client's intent.	Sometimes allows clients to select focus of the interview. Sometimes directs the client towards a focus.	Often allows client to select focus of the interview. Seldom directs the client towards the focus. Often explores client's intent.	Always allows client to select focus of the interview. Does not direct the client towards the focus. Always explores client's intent.

			Sometimes explores client's intent.		
<b>12. Goal setting</b>	Does not build on client's ideas.  Does not explore barriers and problem-solving skills when goal setting.	Seldom builds on client's ideas.  Seldom explores barriers and problem-solving skills when goal setting.	Sometimes builds on client's ideas. Sometimes explores barriers and problem-solving skills when goal setting.	Often builds on client's ideas. Often explores barriers and problem-solving skills when goal setting.	Always builds on the client's ideas. Always explores barriers and problem-solving skills when goal setting.

**Total Score:**

**Comments:**