

OvationXL COACHING QUALITY ASSURANCE AUDIT



Client: Senior manager

Organisation: Multi-National

Coach: Robin Johnson

Date: 01.08.08

Audit by: JT

Q1. What did you find most beneficial about the coaching?

Questioning + challenging of self perceptions. Facilitated different conclusions which I was encouraged to come up with myself.

Q2. How will your coaching help you in your work?

Better understanding of root cause of some of my 'issues' + concerns which will drive a change in my behaviours + business outcomes.

Q3. How well do you think your coach understood the personal and professional challenges you face?

Very balanced approach to both personal + professional issues + linkages.

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Q4. How supported by your coach did you feel?

Very good objective approach.

Q5. How facilitative or directive was your coach or were they a good mixture of both?

Good mixture of both allowed me to give my view and then he gave his.

Q6. Was there enough structure? Too much? Not enough?

Structure was good, notes timely + well structured + represented discussions in sessions.

Q7. How challenging was your coach?

Appropriately challenging!

Q8. Do you consider enough time was spent on the important issues and exploring practical solutions?

Yes with constant validations of what my priorities were.

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Q9. How could the coaching by OvationXL be improved?

More sessions would be more beneficial

Q10. Anything else we should consider or note?

Very happy with sessions + progress. Thanks Robin!

Skills assessment of coach:	Rate on a scale of 1 – 10 (low to high)									
Ability to establish rapport	1	2	3	4	5	6	7	8	<u>9</u>	10
Ability to build trust	1	2	3	4	5	6	7	8	<u>9</u>	10
Empathy and understanding	1	2	3	4	5	6	7	8	<u>9</u>	10
Active listening skill	1	2	3	4	5	6	7	8	9	<u>10</u>
Summarising	1	2	3	4	5	6	7	8	<u>9</u>	10
Focus on key issues	1	2	3	4	5	6	7	8	<u>9</u>	10
Ability to challenge effectively	1	2	3	4	5	6	7	8	9	<u>10</u>

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Notes:

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