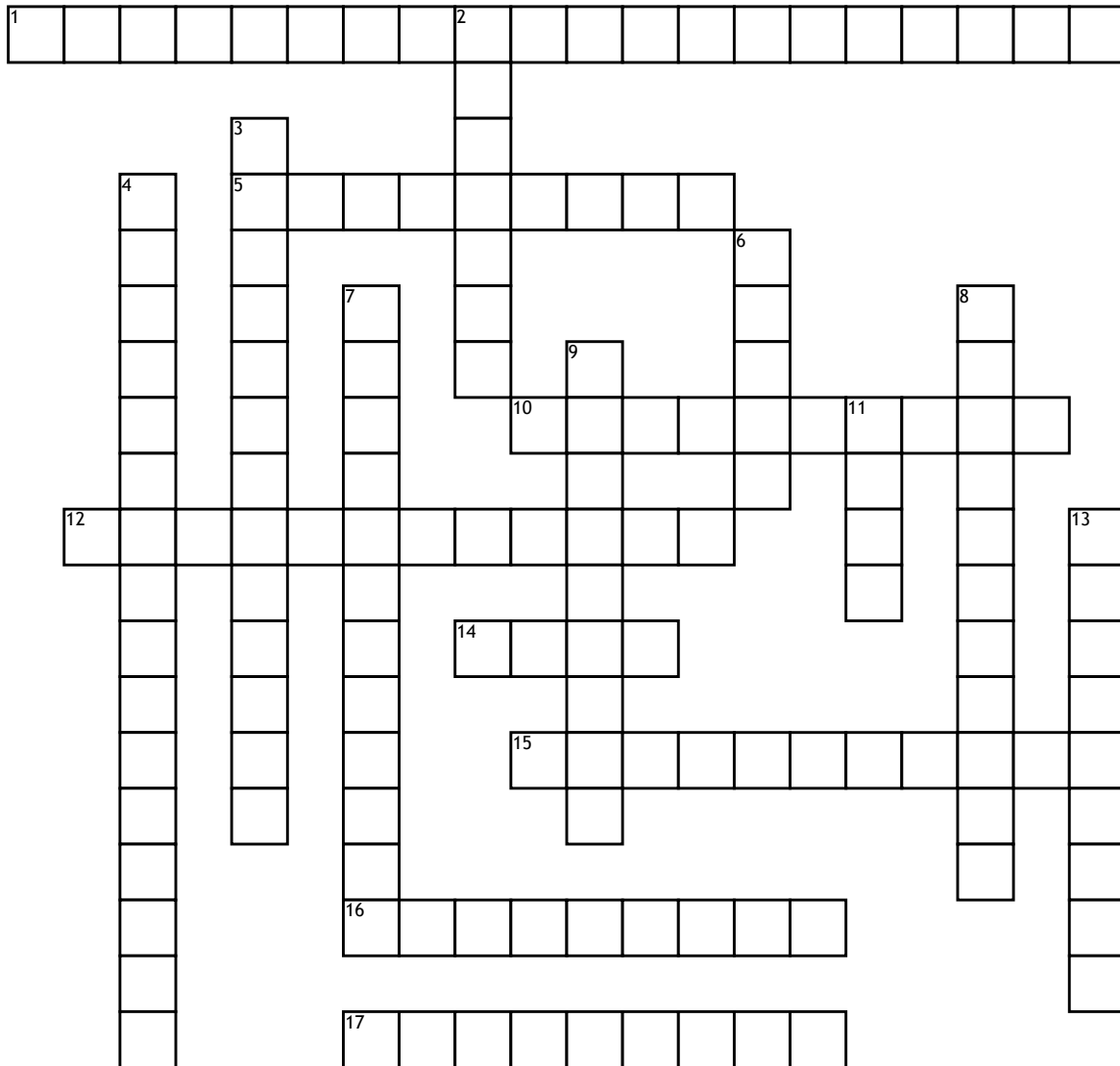


# COACHING



## Across

1. One of the curriculums we covered early on that influences coaching significantly is:
5. ....communication is an important part of a message.
10. This is the type of listening that demonstrates understanding and increases the exchange of information.
12. When communicating, we all have a ..... that influences what we say/hear.
14. Acronym used to represent the skills used in coaching

15. Communication takes place in an ...

16. ....should be brief, and should happen at various points in the conversation before so much has been discussed that the listener and speaker forget what has been covered
17. When you influence the thought process of the speaker by asking questions, this is one example of using a....

## Down

2. In order to be able to coach and influence or motivate behavior, you need to objectively.....

3. Identify one type of feedback used in coaching.

4. You should document coaching sessions by using...
6. How many steps are in the coaching model?
7. Attempting to build a "can-do" attitude in the coachee may rely on the use of....
8. What is one of the goals of coaching?
9. Coaching is NOT the same as:
11. Identify one obstacle to coaching.
13. Coaching requires the ability to ask pertinent....