**Skills Test 2**

**2. Coach colleagues on-the-job**

In this task, you will be working with someone else who you are able to meet with face to face – let’s call them the trainee. The scenario requires you to identify a skill you may have that another person does not have. It may be using a piece of software, repairing some technology, welding or some other form of skill that you believe, and others agree with you, that you have some competency in.

You are going to coach a person who has limited skill in this area.

You should endeavour to video this task as assessment evidence. If this is not possible, you need to negotiate alternate arrangement with your supervisor.

**Subtask 2.1:** In this task, you will invite the trainee and explain the overall purpose of coaching to your colleague via a conversation.

The conversation must cover the following:

Session details such as:

* Date
  + Time
  + Location
  + Coaching objectives
* How coaching will serve the following overall purpose:
  + Worker gains new skills
  + Application of skills leading to enhanced productivity
  + Build personal awareness
  + Improving specific skills
  + Increasing confidence

**Subtask 2.2:** In this activity, you will coach your colleague on the job by demonstrating the following during each of the coaching activities:

* Clear communication
* Demonstration of organisational task requirements
* Respecting commercial time constraints (colleagues’ availability)
* Application of the following key principles of training.:
  + explanation
  + demonstration
  + review
  + listening to trainee explanation
  + observing and evaluating trainee demonstration
  + providing feedback

At the end of the task, you are required to complete the provided self-evaluation template.

|  |  |
| --- | --- |
| **Self-evaluation** | |
| **Name:** | **Date:** |
| Coaching criteria: | Yes No |
| Communicated clearly | Yes No |
| Demonstrated organisational task requirements | Yes No |
| Respected commercial time constraint (colleagues’ availability) | Yes No |
| Applied following key principles of training: | |
| * + explanation | Yes No |
| * + demonstration | Yes No |
| * + review | Yes No |
| * + listening to trainee explanation | Yes No |
| * + observing and evaluating trainee demonstration | Yes No |
| * + providing feedback | Yes No |

**3. Follow-up coaching**

**Subtask 3.1:** In this task, you are required to arrange a meeting with the person you have coached

The agenda of the meeting is to monitor the progress of new skills and provide supportive assistance.

Before the meeting, you need to prepare a meeting agenda using the template provided.

During the meeting, you need to:

* Apply questioning and listening techniques to check or confirm understanding.
* Ask at least two questions to the person you have coached to check their improvement in the skill you were coaching.
* Request feedback from participants.
* Gain support.

After the meeting, you must complete the meeting minutes and progress monitoring template provided below.

***Meeting agenda template***

|  |  |  |  |
| --- | --- | --- | --- |
| **Date/Time:** |  | | |
| **Location:** |  | | |
| **Chairperson:** |  | | |
| **Meeting Attendees:**  ***Full names and roles*** |  | | |
| **Agenda Item/Topic** | **Discussion/Outcomes** | **Action Officer** | **Due Date** |
| **Welcome** |  |  |  |
| **(*Agenda item 1)***  ***Topic?*** |  |  |  |
| **(*Agenda item 2)***  ***Topic?*** |  |  |  |
| **(*Agenda item 3)***  **Topic?** |  |  |  |
| **Summary** | ***Overall Summary***    ***Decision/s***    ***Action/s if any*** |  |  |
| **Next Meeting Time/date** |  |  |  |
| **Meeting closed at:** |  |  |  |
| **Minutes are a true and accurate record of the meeting** | **Approved/confirmed by whom?** |  |  |

***Meeting minutes template***

|  |  |  |  |
| --- | --- | --- | --- |
| **Minutes of Meeting**  **Meeting Objective:**    **Attendees:**    **Venue:**    **Date:** | | | |
| **No.** | **Points Discussed** | **Actions Suggested** | **Target Date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Signature of attendee 1: Signature of attendee 2:**  **Signature of attendee 3: Signature of attendee 4:** | | | |

**Progress Monitoring template**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Progress Monitoring** | | | | |
| **Name of trainee:** | | | | |
| Question 1: | Answer 1: | | | |
| Question 2: | Answer 2: | | | |
| **Name of trainee:** | | | | |
| Question 1: | Answer 1: | | | |
| Question 2: | Answer 2: | | | |
| **Name of trainee:** | | | | |
| Question 1: | Answer 1: | | | |
| Question 2: | Answer 2: | | | |
| **Name of trainee:** | | | | |
| Question 1: | Answer 1: | | | |
| Question 2: | Answer 2: | | | |
| Skill level of colleagues based on question answered on the scale of 1 - 10 | Trainee 1 | Trainee 2 | Trainee 3 | Trainee 4 |
|  |  |  |  |

**Subtask 3.2:** In this task, you are required to analyse the progress monitoring report which you have prepared in Subtask 2.1. Identify performance problems or difficulties with coaching and suggest rectification measures. Performance problems or difficulties may include the following:

* breakdown in communication
* inappropriate circumstances for coaching
* insufficient opportunity to practice
* language or cultural barriers
* shyness or lack of confidence

Document your responses in the template provided below.

|  |  |  |
| --- | --- | --- |
| **Analysis report** | | |
| **Trainee/Colleague** | **Problems or difficulties identified** | **Suggested rectification method** |
|  |  |  |
|  |  |  |
|  |  |  |
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