



# COACHING TOOL KIT

# HOW TO USE THIS TOOL KIT

This tool kit gives CDP certified users materials and exercises to supplement their coaching on conflict management. Focusing primarily on the four Active/Constructive scales and the Hot Buttons, this guide helps coaches move beyond the simple "awareness" component of the CDP to the essential skill building phase.

As a first step, take a look at the Table of Contents. The kit is divided into Coaching Tactics and Coaching Tools. Under Coaching Tactics, you will find Best Practices, Coaching Activities, Common Questions, and Problem Areas. The Best Practices section contains general tips and approaches to use when coaching on the different CDP scales. The materials in Coaching Activities are specific exercises and activities designed to increase skill in the four Active/Constructive scales. Common Questions is a thorough list of useful questions to use in a variety of coaching contexts. Problem Areas contains advice and practical solutions for common obstacles that arise during coaching.

The Coaching Tools section includes several different forms which can enhance the coaching process from start to finish. You don't necessarily need to use every single form, but we wanted to have a variety of different tools available to you depending on your specific needs and preferences.

Whether you are an experienced coach or relatively new to the task, we hope you find the activities in this notebook to be beneficial in your upcoming sessions. We welcome your feedback!



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# COACHING TACTICS

## BEST PRACTICES

### Active/Constructive Scales

Perspective Taking	4-5
Creating Solutions	6
Expressing Emotions	7
Reaching Out	8

### Passive/Constructive Scales

Reflective Thinking	9
Delay Responding	9-10
Adapting	10

### Active/Destructive Scales

Winning at all Costs	11
Displaying Anger	11-12
Demeaning Others	12
Retaliating	13

### Passive/Destructive Scales

Avoiding, Yielding, Hiding Emotions	14
Self-Criticizing	14

<b>Hot Buttons</b>	15
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## COACHING ACTIVITIES IN THE FOUR ACTIVE/CONSTRUCTIVE SCALES

### Perspective Taking

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Exploring Values	18
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### Creating Solutions

Blocks to Creating Solutions	21-22
Generating Options	23
Making New Connections	24

### Expressing Emotions

Expressing Emotions Self-Reflection Exercise	25
Identifying and Understanding Emotions	26
Reframing (Using "I" Statements)	27

### Reaching Out

Reaching Out Worksheet	28
Reaching Out Role Play	29

## COMMON QUESTIONS 30-33

Sample questions for different types of scenarios or information gathering

## PROBLEM AREAS

How do you respond when the client is extremely defensive?	34
What do you do when clients don't do what they promised or fail to complete assignments?	35
How do you address a "lack of depth" in coaching sessions?	36

# COACHING TOOLS

## Coaching Planning Form 38

Initial form with client profile, agreement terms, and other basic information

## Biographical Inventory 39-41

Demographic/Biographical information about coachee

## CDP Action Plan 42

Goal Setting Form

## Coaching Preparation Form 43

Form for coachee to send to coach **prior to** a session (global/general themes)

## Coaching Reflection Form 44

Form for coachee to send to coach **after** a session

## Coaching Accountability Matrix

Alternative form for coachee to send to coach prior to a session (specific, detailed steps)

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Completed Sample Form 46

## Listening Self-Assessment 47

ASTD Listening Assessment

## Requesting/Receiving Additional Feedback 48

Tips for getting additional feedback from colleagues

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Books of interest