



Client Feedback for Coach **Tom Wedgbury**

Client Feedback for Coach Tom Wedgbury



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1 - Understanding your client feedback

This feedback report aims to give you an understanding of how your coaching style is perceived by your nominated clients. It is a summary of the questionnaires that were distributed to Coachee 1, Coachee 2, Coachee 3, Coachee 4 and Coachee 5 and your own self-assessment.

We have left space in the right-hand margin for you to make your own notes.

If you are viewing this document as a PDF file there are some extra features you may find useful:

- Links in the document, such as in the table of contents, can be clicked to take you directly to the relevant place.
- The *Bookmarks* toolbar can give you an overview of the document. (In Adobe Reader: *View - Show/hide - Navigation panes - Bookmarks*)
- You can make notes using the *Annotations* and *Drawing markups* tools. (In Adobe Reader: Click *Comment*)

The feedback process is designed to help support your personal and professional development as a coach. It should help you focus on the areas that you and others have identified as your highest priority. It will also allow you to reflect upon the skills that you have and may or may not recognise, continuing to build on those strong areas of your performance. There are no pass or fail marks, it is designed simply to help you become an even better coach by focussing on those things you are good at and developing those areas that need it.

Behavioural areas: To aid the process of feedback, we have divided the question of coaching styles into several behavioural or 'dial' areas that clients experience. These are:

- Dial 1 - Contracting: with coachee, client and wider client system, understanding client context.
- Dial 2 - Presence and core skills: How you show up for the client, preparation, and being present.
- Dial 3 - Interventions: Skill, quality, breadth and range of your interventions; Models and process.
- Dial 4 - Ethical Practice: Global ethical codes, ethical practice, boundaries, supervision.
- Dial 5 - Reflective practice: Skill of reflection on one's work, coaching logs, use of supervision.
- Dial 6 - Outcomes: How do you know it's worked? Including endings, and evaluation, client feedback.

For each behavioural area there are a number of questions about behaviours relevant to that area.

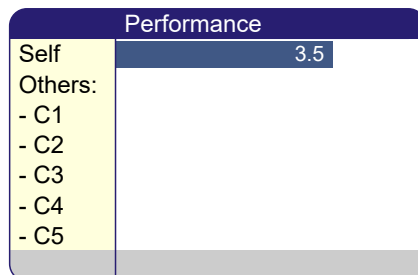
Performance: For each question you were scored on your performance using the following scale:

- 1 = Never, very rarely, very unsatisfactory
- 2 = Sometimes, rarely, unsatisfactory
- 3 = Usually, much of the time, good
- 4 = Often, most of the time, very good, above average

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- 5 = Frequently, always, excellent

Graphs: Your scores will be shown using graphs similar to the example below.



- The top line shows your self-assessment scores and the second line, 'Others', is the average of the client scores.
- The Others score is then broken down by each client.
- The bars show the average performance scores given by each client.

In addition to scoring your performance, feedback providers were invited to supply free-text remarks. Those remarks are shown in this report unedited, exactly as they were supplied by the feedback provider. We haven't summarised or sanitised the remarks (nor have we corrected the spelling or grammar!).

This report is confidential to you; you are free to share it with whoever you wish. If any other copies exist you will have been made aware of this.

Please remember, feedback is essential for progress and there are many positive outcomes to bear in mind. The primary objective is to develop your awareness of your performance in your role as a coach, helping you to develop a personal development plan.

With support, you will be able to:

- Analyse and understand your feedback
- Identify your strengths
- Understand the consequences of your behaviour
- Identify what you could do differently to improve your performance
- Identify specific areas for change and development

You may have mixed feelings about your report. This is an opportunity to understand the perceptions others have about you. This will allow you to focus on the priorities for your development. Treat this as a constructive process.

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- Keep an open mind
- Seek to understand
- Look as much, if not more at your strengths and build on those
- Identify what change is required
- Identify 2 - 4 priority areas for action
- Identify sources of strength and support to help in any change programme you commit to

At the end of this report there are some thought-provoking [self-reflection questions](#) and a [development plan](#) to help you to determine your next steps.

2 - Your 360° Feedback

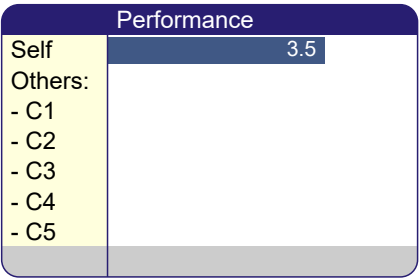
2.1 - Responses received

The following table summarises the number of responses you received:

Relationship	Responses	Notes
Self	1	
Coachee 1 (C1)		
Coachee 2 (C2)		
Coachee 3 (C3)		
Coachee 4 (C4)		
Coachee 5 (C5)		

2.2 - Overall scores and remarks

An overall summary of your scores is shown in the graph below.



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Remarks

You made the following remark on your overall performance:

VALUED MOST: “value most”; **DO MORE OF/DEVELOP:** “do more of”; **DO LESS OF:** “do less of”

2.3 - Summary of behavioural areas

Here is a summary of the scores you received for each area.

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Dial 1 - Contracting: with coachee, client and wider client system, understanding client context.

Performance	
Self	3.3
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Dial 2 - Presence and core skills: How you show up for the client, preparation, and being present.

Performance	
Self	3.6
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Dial 3 - Interventions: Skill, quality, breadth and range of your interventions; Models and process.

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Performance	
Self	3.7
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Dial 4 - Ethical Practice: Global ethical codes, ethical practice, boundaries, supervision.

Performance	
Self	3.5
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Dial 5 - Reflective practice: Skill of reflection on one's work, coaching logs, use of supervision.

Performance	
Self	3.9
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Dial 6 - Outcomes: How do you know it's worked? Including endings, and evaluation, client feedback.

2.4 - Top 10 scores

This section shows your highest scores, as ranked by others (i.e. excluding your self-assessment). The score is then broken down by role.

Rank	Question		Performance					
			Others	C1	C2	C3	C4	C5

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2.5 - Bottom 10 scores

This section shows your lowest scores, as ranked by others

Rank	Question		Performance					
			Others	C1	C2	C3	C4	C5



2.6 - Behavioural areas

This section tells you the scores you received for each area in more detail.

2.6.1 - Dial 1 - Contracting: with coachee, client and wider client system, understanding client context.

Here are the total scores you received for this area.

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Remarks

You made the following remark on your performance:

“test comments”

Scores

These are the scores you received for each of the questions in this area.

Clients understand what is being offered in the work we do together

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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Confidentiality and the boundaries of confidentiality are discussed, and made clear

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients understand how we will work together

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

If others are involved in agreeing to the work, clients are satisfied this has been properly agreed to

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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Clients feel safe and supported enough to say what they need to say in sessions

Performance	
Self	4.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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2.6.2 - Dial 2 - Presence and core skills: How you show up for the client, preparation, and being present.

Here are the total scores you received for this area.

Performance	
Self	3.3
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Remarks

You made the following remark on your performance:

“test comments”

Scores

These are the scores you received for each of the questions in this area.

Clients feel engaged in the conversation

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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The pace and rhythm of the conversation are right for clients

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

The conversation feels like it flows well

Performance	
Self	4.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients are listened to and heard

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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I give clients positive feedback and encouragement

Performance	
Self	4.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

I match clients' style of thinking and feeling

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

I challenge clients and their thoughts and feelings appropriately

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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2.6.3 - Dial 3 - Interventions: Skill, quality, breadth and range of your interventions; Models and process.

Here are the total scores you received for this area.

Performance	
Self	3.6
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Remarks

You made the following remark on your performance:

“test comments”

Scores

These are the scores you received for each of the questions in this area.

Through useful questions, I encourage clients to think and reflect

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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I stretch clients' thinking

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

I reflect and summarise what clients say, skilfully

Performance	
Self	4.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

I challenge clients' assumptions

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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I explore the wider context in which clients find themselves

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

I introduce a relevant range of models and theory

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

I offer advice appropriately

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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2.6.4 - Dial 4 - Ethical Practice: Global ethical codes, ethical practice, boundaries, supervision.

Here are the total scores you received for this area.

Performance	
Self	3.7
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Remarks

You made the following remark on your performance:

“test comments”

Scores

These are the scores you received for each of the questions in this area.

Clients experience me as confident

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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Clients experience me as assertive

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients feel I have integrity

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients experience me as genuine and authentic in how I am with them

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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Clients feel safe, and able to be vulnerable, if they choose to

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients feel valued and respected

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

The boundaries of the coaching contract are held

Performance	
Self	4.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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2.6.5 - Dial 5 - Reflective practice: Skill of reflection on one’s work, coaching logs, use of supervision.

Here are the total scores you received for this area.

Performance	
Self	3.5
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Remarks

You made the following remark on your performance:

“test comments”

Scores

These are the scores you received for each of the questions in this area.

Clients have the opportunity to give constructive feedback

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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Clients feel able to give me constructive feedback at the end of sessions

Performance	
Self	4.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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2.6.6 - Dial 6 - Outcomes: How do you know it's worked? Including endings, and evaluation, client feedback.

Here are the total scores you received for this area.

Performance	
Self	3.9
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Remarks

You made the following remark on your performance:

“test comments”

Scores

These are the scores you received for each of the questions in this area.

The goals and outcomes for clients' sessions are agreed

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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We make progress
towards those goals

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

If those goals and
outcomes change, we
agree them clearly

Performance	
Self	3.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients feel they make
progress on issues
brought to the sessions

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

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Clients experience the sessions as helpful and a good use of time

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

Clients feel the actions and outcomes arrived at were ultimately theirs and they owned them

Performance	
Self	5.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

The coaching programme ended well

Performance	
Self	2.0
Others:	
- C1	
- C2	
- C3	
- C4	
- C5	

3 - Next steps

The following sections are intended to help you plan the next stage of your development

- Reflect on what the report is telling you by considering the list of thought-provoking questions
- Use the suggested plan to determine your next steps
- Prepare to talk to your coach supervisor

3.1 - Some thought-provoking questions

Across all feedback, what are my three areas of strength?	
What are my three areas for development?	
Are there any marked differences in perception between myself and others?	
Are there any marked differences between my clients?	
What do I need to ask about or clarify with my clients?	
If I were to improve just one thing in the next 3 months, what would it be?	
What is the skill I need to develop in the next three months that would give me this improvement?	
What evidence do I have that I am already doing this skill?	
Where am I successful? How can I practice this in other situations?	
Who can support me in these changes?	
What is the next skill I need to develop or do more of?	
What do I need to talk to my supervisor about? - About specific client issues raised - About my approach to coaching	
What is the most important thing my supervisor could do to support me?	

3.2 - Development plan

Action	What is the development need?	What action will I take to achieve this?	Who will help and support me? When will I do it by?	What will success 'look like'? I.e. what will be different?	How will I monitor and measure success?	When will I review this?
1						
2						
3						
4						