

Speechcraft Coaching

Helping Toastmasters as
well as Speechcrafters



Coaching Vs Evaluating

Coaching Is:

- Interactive
- More detailed
- No audience

Week One

1. Discover background and expectations
2. Search for specific areas of concern
3. Recommend how to solve
4. Set personal objectives for the 8 weeks

Resource: personalised profile form

Weeks 2-7

1. Early in the evening – ask about preparation
2. Set up “attention signals” if they are to be used
3. End of first half – feedback
4. End of second half – feedback, next week’s prep

Resource: personalised progress forms

Week 8

1. Early in the evening – ask about preparation
2. End of first half – feedback
3. End of second half – **final assessment**

Resource: personalised progress forms

Listening Skills - 1

- Direct eye contact
- Open body posture
 - Face the person you are speaking with
 - Keep a comfortable distance apart
 - arms unfolded
- Do not distract
 - Unnecessarily looking at time
 - Looking down or away
 - Fiddling

Listening Skills - 2

- Non verbal encouragement
head nod, smile, pause
- Verbal encouragement
aha, yes, that's good
ensure you don't upset the flow
- Repeat/paraphrase occasionally
to demonstrate understanding
- Summarise at end

Questioning Techniques

Discovering challenges or progress blocks

- Ask open questions
- Relevant, follow up questions
- Drill down to specifics – do not allow defeatist, generalised statements “I just can’t control my hands”

One-To-One Feedback

What we say...

- CRC still rules
- Ask, then tell – let them feel understood
- Need to look deeper
 - Why did something work or not work?
 - How can this be better?

One-To-One Feedback

How we say it...

- Show empathy and respect
- Pause and confirm understanding
- Speak quietly – it's a private conversation
- Avoid labels – focus on effect
“It's distracting” Vs “An audience may find this distracting”
- “I” language as well as “You” language

Helping To Solve Problems

Keep it in perspective

- Look at the cause of the problem, not the symptom
- Immediate, split-second feedback
- Manage expectations especially timeframes
- Acknowledge progress with enthusiasm

Recognising Progress

Keep focused on positive development

- Each week, refer to original challenges
- Show how far they have come
- If appropriate, substitute or add new challenges
- Track these new challenges in the same way

Dealing with difficult types

An important life skill

- Let the person be heard
- Question to ensure you understand
- Paraphrase to show you understand
- De-personalise the whole situation
- Reaffirm that we are trying to help

Final Notes

It's about helping

- Remember you're a link in the chain
- It's not performance appraisal
- The main benefit is the interest you show