



# *Essential Skills Snapshot* *of* An Essential Skills Coach

- I can read and get the information I need from instructional manuals, self-help books and counseling textbooks
- I am able to locate information I need from lists, schedules, tables, graphs, maps and diagrams
- I can fill out and keep track of my day-to-day paperwork
- I can write emails and short reports with correct grammar, punctuation and spelling
- I am confident that I have the listening skills required for me to determine my client's needs
- I am comfortable building trust and making small-talk with a client
- I am comfortable using strategies to keep discussions moving forward in a positive and encouraging manner to help my clients identify their Essential Skills
- I am able to clarify a client's needs using strategies such as questions, restating and summarizing
- I am comfortable using strategies of self-reflection
- I have all the numeracy skills I need to do my work
- I can keep track of time for scheduling meetings
- I am comfortable using problem-solving strategies to help a client identify their Essential Skills needs and plans
- I am confident with the decision making- process I use to decide how best to support a client and to decide when their needs are best met by another resource
- I can logically think through situations with clients that are challenging
- I know how to find the Essential Skills information I need to give answers or advice to others
- I feel in control of my use of time and can effectively organize and prioritize my job tasks
- I can remember the names of my clients, their interests and case file history

- I am comfortable working independently, yet also working collaboratively as part of a resource team
- I am comfortable using new computer technologies and software programs
- I look for and take advantage of learning opportunities