

COMMUNICATION SKILLS CHECKLIST

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Here is a communication skills checklist for tennis coaches. Use it to evaluate yourself, or to have someone evaluate you. Circle the number you honestly think corresponds to each item. The values are the following: 5 (Always), 4 (often), 3 (occasionally), 2 (seldom), 1 (never)

Aspect	Item	Value					
		+				-	
Verbal	Message contains credible information	5	4	3	2	1	
	Message/instruction is consistent	5	4	3	2	1	
	Coach uses players' names	5	4	3	2	1	
	Coach uses simple and direct messages	5	4	3	2	1	
	Coach focuses on one thing at a time	5	4	3	2	1	
	Coach uses understandable language	5	4	3	2	1	
	Coach repeats and summarises message	5	4	3	2	1	
	Coach checks for understanding	5	4	3	2	1	
	Coach uses effective questioning	5	4	3	2	1	
	Coach uses open questions	5	4	3	2	1	
	Coach uses positive sandwich	5	4	3	2	1	
	Coach uses positive feedback	5	4	3	2	1	
	Coach gives specific feedback	5	4	3	2	1	
	Coach is honest	5	4	3	2	1	
	Coach has good voice projection	5	4	3	2	1	
	Coach has ability to vary the pitch, tempo, volume, rhythm of the voice	5	4	3	2	1	
	Coach gives appropriate praise	5	4	3	2	1	
	Coach uses opinion to generate discussion	5	4	3	2	1	
	Coach tells players what to do rather than what not to do	5	4	3	2	1	
	Use of cue words (by player or coach) to enhance communication	5	4	3	2	1	
	Coach uses appropriate styles of coaching for various situations	5	4	3	2	1	
	Non Verbal	Non-verbal message is compatible with verbal message	5	4	3	2	1
		Coach listens to the student	5	4	3	2	1
Coach uses demonstrations to enhance the verbal message		5	4	3	2	1	
Coach shows interest in the student's message (active listening)		5	4	3	2	1	
Coach uses facial expressions appropriately		5	4	3	2	1	
Coach smiles		5	4	3	2	1	
Coach uses body gestures appropriately (hands, arms) to enhance the message		5	4	3	2	1	
Appropriate use of body contact (high five, pat on shoulder, etc.)		5	4	3	2	1	
Good spatial use, distance from student		5	4	3	2	1	
Clothes and general appearance give a professional image		5	4	3	2	1	
Coach has good hygiene habits		5	4	3	2	1	
Correct use of eye contact		5	4	3	2	1	
Coach uses good body posture at all times		5	4	3	2	1	
Coach positions himself and group correctly		5	4	3	2	1	
Coach uses correct equipment		5	4	3	2	1	
Coach shows concern for the "performance", "the effort", "the player", rather than just for the outcome	5	4	3	2	1		

Overall evaluation:

ASPECT	POINTS
Verbal	
Non verbal	
TOTAL	

Excellent (150 or more), Good (110 to 139), Fair (81 to 109), Bad (41 to 80), Very bad (40 or less).