

CHECKLIST FOR COMMUNICATION SKILLS

Communicating effectively is the single most important skill you can possess as an Instructor.

Use this Peer Review Checklist to help your fellow trainee Instructors improve their communication skills, and in doing so you will improve yours.

WHAT?	HOW?
1. Non-verbal	✓ Shows evidence of making eye contact with players ✓ Uses facial expressions and positive body language to engage players ✓ Body language matches verbal communication
2. Verbal	✓ Uses players' names to give instruction and feedback ✓ Uses appropriate language for the group, e.g., child-friendly language with young children ✓ Gives feedback on achieving the process and not just the outcome ✓ Can vary voice projection, pitch, and tone based on players' needs and environment ✓ Demonstrates tennis knowledge, tactical and technical, when coaching players
3. Listening	✓ Asks questions to check understanding and learning ✓ Encourages feedback from players
4. Court presence /positioning	✓ Actively changes court position in order to engage players interpersonally ✓ Is in control of the area through a combination of court positioning, voice projection, and observation skills ✓ During the observation, the Instructor adopts the best place to view the assessment process