



## **Boom Coaching; Coach competencies**

### **Professional Standards**

- Maintain a high standard of discipline, conduct and appearance
- Consider the best possible interests of Boom Coaching when making decisions
- Communicate and interact with customers as appropriate for the best commercial advantage
- Demonstrate a motivation for continued professional development
- Maintain a high standard of planning, preparation and professionalism
- Demonstrate responsibility for the duty of care and welfare for customers and colleagues

### **Leadership & Teamwork**

- Take initiative, inspire others and motivate
- Empower others and value the different attributes that people bring to the team
- Create an atmosphere that's positive and open
- Ensure that customers and colleagues are part of one team
- Carry out instructions when directed
- Encourage, give and receive feedback from colleagues
- Address and resolve conflict in a constructive manner

### **Problem solving**

- Use an appropriate decision making process
- Use all resources to diagnose and understand problems
- Ask colleagues for opinions and draw on their experience
- Recognise change, review plans and adapt plans to ensure an optimum outcome

### **Situational Awareness**

- Maintains and awareness of the state of the court, the welfare of the customer and general environment
- Use periods of lower workload to think ahead
- Consider not just “what” to do but “how” to do it
- Assess the “what if” of different scenarios

### **Knowledge & Application**

- Demonstrate practical knowledge
- Follow plans and work to the coaching model provided
- Correctly work in the best interests of the customer and Boom Coaching
- Manage the lessons in an organised and structured manner

### **Workload management**

- Be calm, methodical and plan for times that are busier
- Plan and prioritise tasks ensuring that the work is the best possible product
- Assess and manage time constraints
- Recognise signs of stress, fatigue and overloading of work and speak to a colleague
- Offer and accept help and assistance – use the team

### **Communications**

- Convey information clearly, accurately and in a friendly manner
- Use body language that is friendly, positive and consistent with verbal messages
- Check groups, emails and messages regularly
- Reply quickly to any correspondence even if it's to say you'll message in full at a later date

### **Safeguarding and welfare**

- Follow The Lawn Tennis Association Safeguarding procedure in all situations
- Have an up to date DBS with a copy emailed to [tennis@boomcoaching.co.uk](mailto:tennis@boomcoaching.co.uk)
- Consider the safeguarding and welfare of customers and colleagues everyday