

**TSA COACHING BEGINNER & INTERMEDIATE PLAYERS
COURSE (TSA LEVEL 1 COACHES COURSE) COMMUNICATION
CHECKLIST**



Here is a communication skills checklist for tennis coaches. Use it to evaluate yourself or to make someone evaluate you. In this checklist are included many aspects that are related to communication in tennis. 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).

Name of the coach: _____ Date: _____

Communication	Item	Value					
		5	4	3	2	1	
Verbal	Message contain 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 is able 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 effectively uses questions to generate positive discussions	5	4	3	2	1	
	Coach tells players what to do rather than what not to do	5	4	3	2	1	
	Coach uses or encourages the use of cue words by players	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 players	5	4	3	2	1
		Coach uses demonstrations to enhance the verbal message	5	4	3	2	1
		Coach shows interest in the player'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 and constructively		5	4	3	2	1	
Coach makes appropriate use of body contact (high five, pat on shoulder, etc.)		5	4	3	2	1	
Coach makes good spatial use, distance from player		5	4	3	2	1	
Coach's clothes and general appearance portray a professional image		5	4	3	2	1	
Coach has good hygiene habits		5	4	3	2	1	
Coach uses eye contact effectively		5	4	3	2	1	
Coach uses positive body language		5	4	3	2	1	
Coach positions him/herself and the group correctly		5	4	3	2	1	
Coach matches equipment to the level of the players		5	4	3	2	1	
Coach is concerned with the "performance", "the effort", and "the player", rather than simply the outcome	5	4	3	2	1		

Overall evaluation:

ASPECT	POINTS
Verbal	
Nonverbal	
TOTAL	

Excellent: 150 +
 Good: 110 - 149
 Fair: 81 - 109
 Bad: 41 - 80
 Very bad: 40 or less