








STRENGTH OF COACHING RELATIONSHIP SURVEY

Step 1: Please **circle all** of the sentences that describe your experiences with your coach.

Step 2: Of the sentences your circled, please put a **check mark next to the top 3** sentences that most accurately describe your experiences with your coach.

 <p>I feel supported by my coach to make decisions that are important to me</p>	 <p>My coach is prepared and respectful of my time</p>	 <p>I feel like I can be myself with my coach</p>	 <p>My coach does most of the talking</p>
 <p>My coach values my input</p>	 <p>I feel like my coach doesn't listen to me</p>	 <p>I don't have to face my financial challenges alone</p>	 <p>My coach checks in with me</p>
 <p>My coach supports the goals I choose</p>	 <p>My coach asks helpful questions</p>	 <p>My coach makes me feel important</p>	 <p>My coach makes me feel like my barriers are my fault</p>
 <p>My coach doesn't believe in me</p>	 <p>My coach asks confusing questions</p>	 <p>I think a friend or family member would benefit from meeting this coach</p>	 <p>My coach answers my questions</p>

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Two words I would use to describe my coach are... (please specify below)

One thing that could help my relationship with my coach is... (please specify below)

Any other comments or ideas you'd like to share with us?

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WHY:

Use this survey to understand how participants feel about their relationship with their coach. Participant experience is one of the earliest indicators of program success you can measure. Higher engagement in programs supports goal progress. LIFT, a nonprofit, dedicated to helping people exit poverty, found engaged participants made up to three times as much progress on their goals (e.g., accessing employment and benefits). LIFT also found participants who reported stronger social connections completed 1.6 times as many goals. (LIFT 2016 Constituent Voice Key Findings). This tool aids you in quantifying what is commonly viewed as anecdotal. Quantifying participant experiences allows you to recognize progress, identify risks, and see the impact of your work.

HOW:

The first survey establishes your baseline. Compare future survey results to your baseline to discover new opportunities to adjust your approach and get better results.

HELPFUL HINTS:

START SMALL, LEARN QUICK

Measurement tools don't have to be administered organization wide at the beginning.

SEGMENTATION

Before administering the survey, consider whether segmenting the data by region, role, team boundary, service or program, or individual coach. Depending on how you expect to use the data to make decisions, add questions to identify the individual coach, the program the respondent participates in, or the office they visited.

ANONYMITY

Decide whether this information will be connected to other data sources. If you'd like to ask respondents to provide their names, contact information, or other personally identifiable information, ensure that you provide a brief introduction at the top of the survey to let them know how the data will be used. Other intake or program documentation may already cover the use of quotes or information for public-facing reports or marketing, and if not ensure that clear expectations are set and permission is given in writing on the survey.

INCORPORATING INSIGHT AND SHARING BACK

One way to combat survey fatigue is to make the information sharing a two-way conversation. Participants want to know their time taking a survey was valuable, that others listened to what they shared, and that the data was useful. You might share that this is an opportunity for community members to participate in the evolution of our organization as we work to become more impactful. Before administering the survey, consider how the insights from the survey or the decisions made based off of the survey will be shared back with the community. Options for sharing and follow-up range from individual emails, sharing a newsletter, posting on your website, or hosting a community listening and share-out session to review the results.

SURVEY DELIVERY

Consider using a box for respondents to put their responses in.