

# EU-Coaching-project HERMES

## State of the Art

- :: What is coaching & and why coaching**
- :: HERMES - Goals**
- :: HERMES – pilot Coaching Seminar for instructors**
- :: Evaluation of HERMES – Seminar**



**Teaching**

**Coaching**

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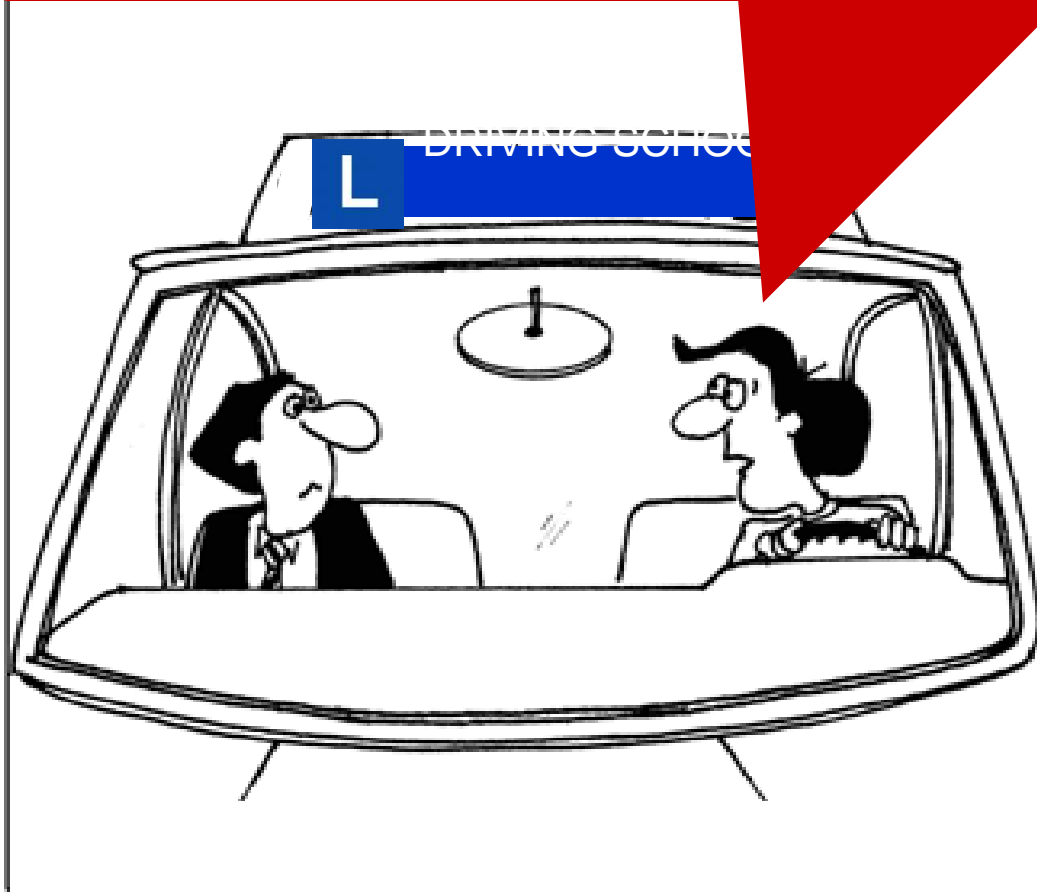
# Driver training – a two-sided Problem

**1. Skills,  
what to do**

**2. „Skills“, how to  
decide what to do**



**...but every time I leave a five car space  
in front of me, six cars cut in !**



**3 days – coaching seminar plus 1 day  
supervision one month later  
for 17 driving instructors in Austria**

**Practical exercises on track**

**Exercise: e.g. Getting up with  
instructions versus coaching**

**Asking open questions means, I don't know the answer – only the customer knows.**

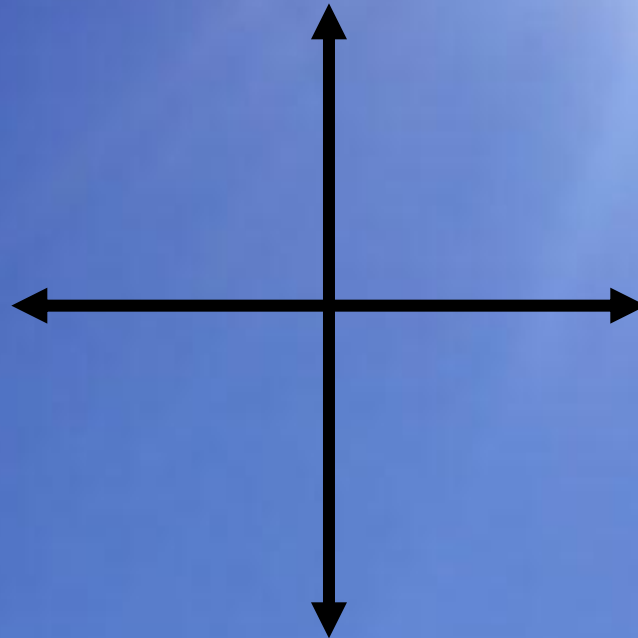
**Open questions usually are “W” questions instead of “either – or”, “yes or no” questions etc. (closed questions)**

**If I know the answer and especially if the answer is already hidden in the question then it is the didactical method of „questioning developing“**

# Quadrants of Communication

**Customer-active**

**Outside  
oriented**



**Inside  
oriented**

**Trainer-active**

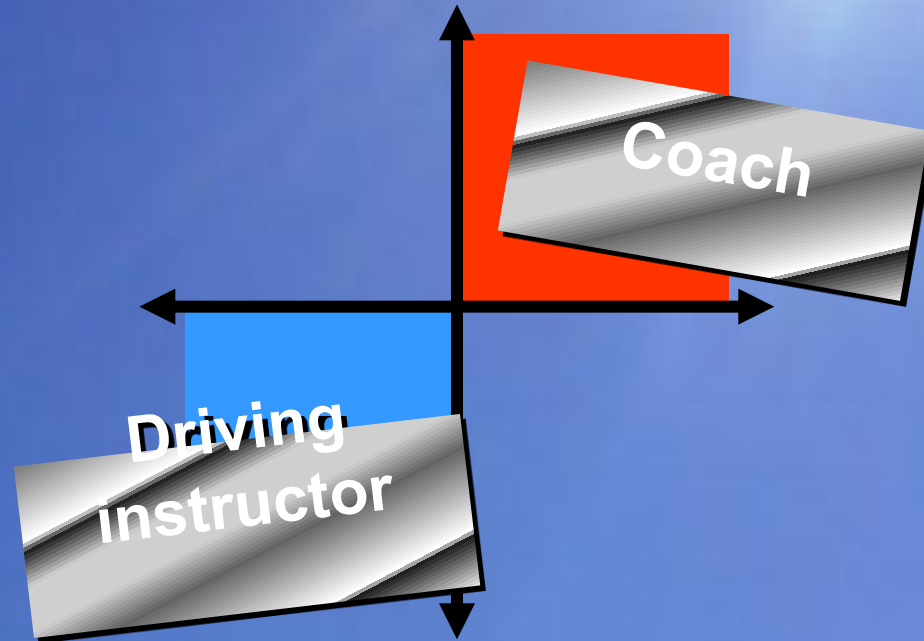


# Quadrants of Communication

Customer active

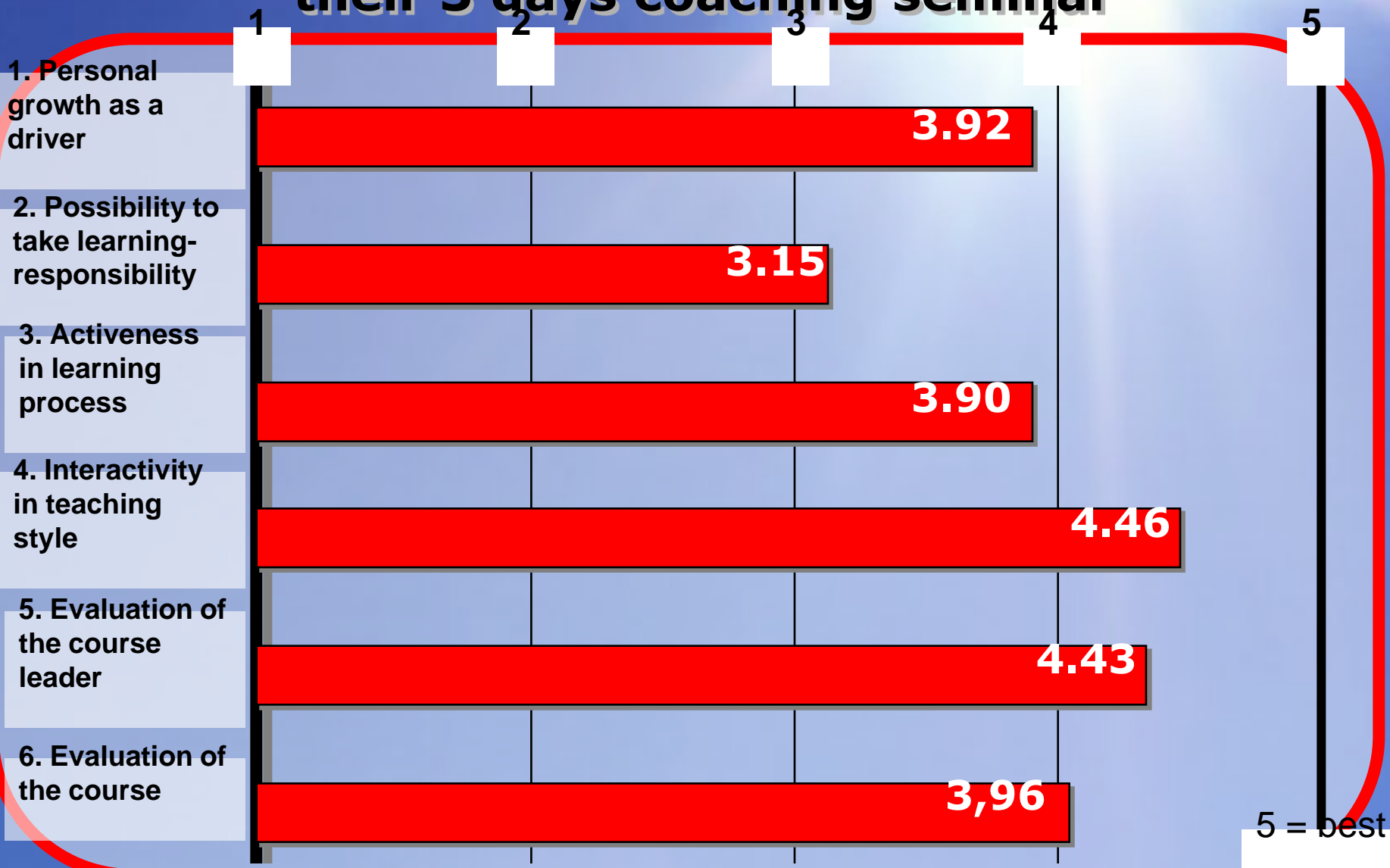
Outside oriented

Inside oriented



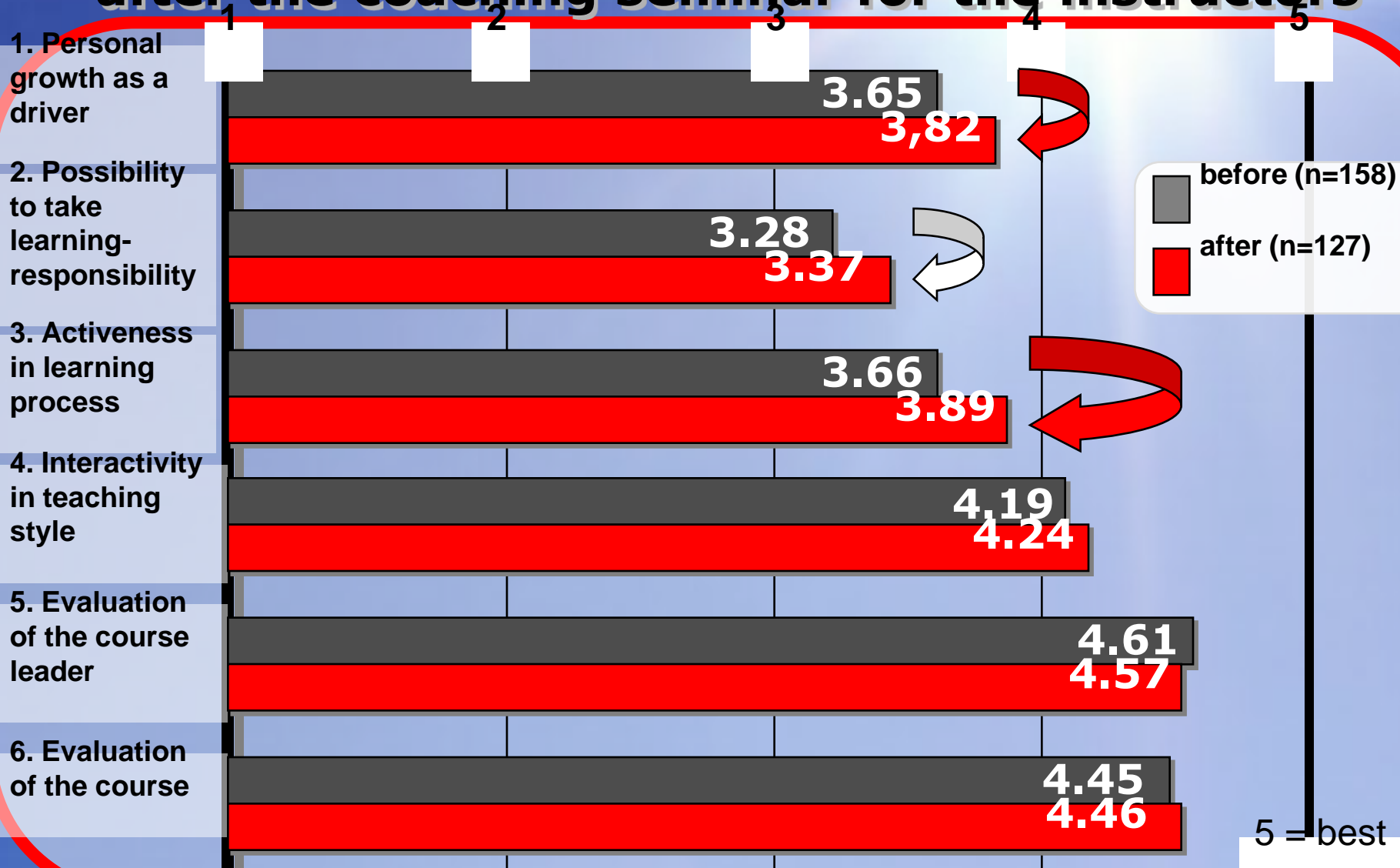
Trainer-active

# Driving instructors evaluate their 3 days coaching seminar



5 = best

# Driving students evaluate their training before and after the coaching seminar for the instructors



# Taking over responsibility in driver training

