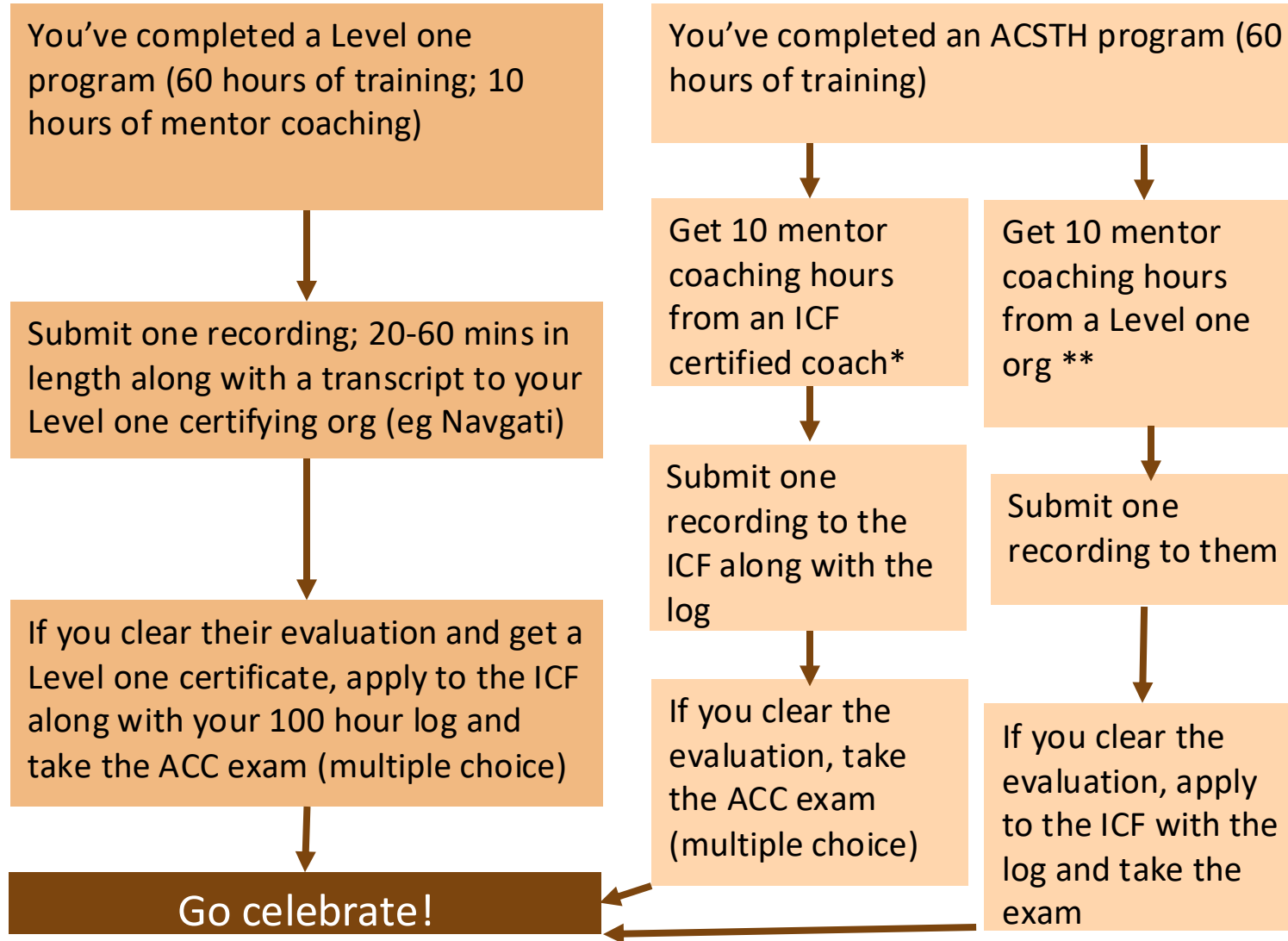


Let's get certified!



You're here because



*PCC or ACC (if the latter, must have renewed their credential atleast once)

** Provided you meet their transfer of credit rules

In both cases, the requirements and the standards against which you will be evaluated are the same

- 60 hours training
- 10 hours mentor coaching
- One recording of a coaching session
- 100 hours log
- ACC exam

Today we focus on what your recording will be evaluated against

This is not meant to be a substitute for understanding the ICF competencies; you must review them carefully before going into the evaluation process

<https://coachingfederation.org/credentialing/coaching-competencies/>

Foundation: Building on Integrity

1. Demonstrates ethical practice
2. Embodies a coaching mindset

Co-Creating the Relationship: Trust and Collaboration

3. Establishes and Maintains Agreements
4. Cultivates Trust and Safety
5. Maintains Presence

Communicating Effectively: Active Listening

6. Listens Actively
7. Evokes Awareness

Cultivating Learning and Growth: Transformation Through Action

8. Facilitates Client Growth

Some things to remember

- The evaluation is meant to confirm that you have the foundational mindset and skills needed to be a coach; provides validation both for you and your clients
- You are not expected to be perfect – the examiner is looking for evidence that you understand what is expected of you as a coach, even if there is room for growth
- The examiner will focus on your demonstration of the behaviours NOT your client's response
- None of the ACC behaviours require you to use a particular word or phrase; there is nothing formulaic that is expected

What follows is a description of the minimum skills required at the ACC level

1. Demonstrates ethical practice

Minimum Standard Skill to Pass This Competency

- Demonstrate a strong understanding and alignment with the ICF Code of Ethics
- Consistently stay in the role of the coach. This means focusing on inquiry and exploration, and working on present and future issues, rather than telling the client what to do (consulting mode) or focusing on past emotional issues (therapeutic mode)
- Use your coaching skills. The foundation of your coaching should be built on core skills like active listening, evoking awareness, and facilitating client growth.

2. Embodies a coaching mindset

- This foundational competency is focused primarily on the “being” of the coach, rather than specific behaviors in individual sessions. It reflects how a coach shows up consistently across their practice.
- As a result, there are no specific behavioral criteria for this competency in the Performance Evaluation. Instead, your understanding and application of this core competency are evaluated in the ICF ACC Exam.

3. Establishes and maintains agreements

- Invite the client to identify their desired coaching outcome
- Reach an agreement on what the client wants to accomplish in the session
- Show curiosity about the client and how the client relates to what they want to accomplish
- Attends to the agenda set by the client throughout the session, unless the client indicates otherwise

3.1 Invite the client to identify their desired coaching outcome

Asking a question towards the beginning of the session (not necessarily at the very beginning) for the client to articulate the change they want to bring about in their life

Client	<i>I've been having troubles with my manager; she really micromanages me. I'm ending up feeling stressed and taking it out on my family</i>
Coach	<i>How would you like to be instead?</i> OR <i>How would you like to respond differently in this situation?</i> OR <i>What would a successful change look like?</i> OR....

3.2 Reach an agreement on what the client wants to accomplish in the session

Asking a question about what could happen in the session that would help the client move towards their overall goal and agreeing on this before starting coaching

What's the first question on your mind when you think about your goal?

OR

What would make you feel that this one hour has helped you move towards your goal?

OR

Given that goal, what would a successful outcome from our conversation today?

OR....

3.3 Show curiosity about the client and how the client relates to what they want to accomplish

Being interested in the client's goal and how they feel about it

What do you mean when you say "xyz"?

OR

What's causing this to become important to you at this moment?

OR

How would you feel if you were able to accomplish this goal?

OR....

3.4 Attends to the agenda set by the client throughout the session, unless the client indicates otherwise

- Keeping track of the contract – writing it down is a good idea
- Avoid questions which are irrelevant to the goal or go off on a side-track that you are interested in
- Point out to the client if they are getting tangential and ask if they want to recontract

4. Cultivates Trust and Safety

- Acknowledge client insights and learning in the moment
- Explore the client's expression of feelings, perceptions, concerns, beliefs, or suggestions
- Expresses support and concern for the client, which may focus on the client's context, problem or situation, rather than the client holistically

4.1 Acknowledge client insights and learning in the moment

Finding opportunities to give a positive stroke for the client's capacity for reflection/self-awareness/strengths

Client	<i>It was a difficult fight with my sister; she said some awful things. But thinking about it, I wasn't very polite to her when I brought up the issue that started the fight</i>
Coach	<i>I see you're very willing to acknowledge your contribution to the situation</i>
Client	<i>I had to stand up and say something about how my peer was being treated in the meeting by the senior stakeholder</i>
Coach	<i>That must have taken courage...to support your peer when they were under attack</i>

4.2 Explore the client's expression of feelings, perceptions, concerns, beliefs, or suggestions

This is the coach being interested in what the client is saying or thinking or feeling.

Any questions about the client's internal processes will count as evidence for this and for other behaviours under competency 7 (evoking awareness)

What the examiner will be looking for here is evidence that this exploration is creating trust and safety for the client. Which means that you're careful to avoid any sense of judging the client or prying into areas they're uncomfortable with etc.

4.3 Expresses support and concern for the client, which may focus on the client's context, problem or situation, rather than the client holistically

Client:

I've been putting in 12-hour days to meet this project deadline, and I'm just completely drained.

Coach (expressing support for the situation, not the whole client):

That sounds really intense. I can hear how demanding this project is for you. Is there anything that could make these next few days a little easier for you?

Coach (expressing concern for the client holistically):

That sounds exhausting. And I'm wondering—how are *you* doing in the midst of all this? Not just in terms of the project but as a human who needs rest and rejuvenation.

5. Maintains Presence

- Stay curious throughout the session
- Acknowledge situations that the client presents
- Allow the client to direct the conversation at least some of the time

5.1 Stay curious throughout the session

- As demonstrated through your questions and your listening
- A lack of curiosity would be shown by
 - Not following through on what a client said
 - Shifting tracks abruptly (indicating a preoccupation with one's own thinking)
 - Moving into solutioning too quickly

5.2 Acknowledge situations that the client presents

This is demonstrating empathy – not jumping to analysis or action but naming what’s happening in a way that shows you’re listening and respecting the client’s reality.

Client:

My manager just told me she’s leaving because she’s heard the project is going to be put on hold....I don’t know what it’s going to be like without her. Also...what if the project is shelved? I’ve been working on this project for the last 14 months; have put my life and soul into it.

Coach

That sounds tough. You’re thinking about two things – one, the loss of a positive relationship with your manager. And two, the potential loss of the project you’ve put so much into.

5.3 Allowing the client to direct the conversation (atleast some of the time)

Some examples of how this behaviour shows up:

- Asking the client what they want to work on
- If there are multiple things they have said, asking which feels more important
- If the client is silent and thinking, allowing them to think
- Staying with what they have brought up (and not just introducing new lines of enquiry)

Examples of a coach not demonstrating this

- *“Ok, so you mentioned two goals. Let’s start with the first one”*
- *“It seems to me that we first need to address xyz”*

6. Listens actively

- Use summarizing or paraphrasing to make sure you understood the client correctly
- Make observations that support the client in creating new associations
- Co-creates a shared vision with the client

6.1 Use summarizing or paraphrasing to make sure you understood the client correctly

- Make sure your summaries/paraphrases are succinct – a summary that is as long as what the client said is not a summary
- Use this at key points in the conversation – no need to summarise everything the client says
- Make sure you follow this up with a check in “did I get that right?”
- If you’ve paraphrased accurately, you will see the client nodding (and people often stop over explaining once the coach has done this)

6.2 Make observations that support the client in creating new associations

You are doing this when you play back

- something you hear the client say
- something about their body language
- a recurrent pattern between sessions

Anything that deepens their awareness of themselves/the situation or helps them look at it from a new perspective.

There is an overlap between this behaviour and those under “Evokes awareness” . The reason this fits under the listening competency is that the coach is showing that they are paying close attention to what the client is saying (in words and body), within the session and across sessions.

Some examples

Client: “Every time I get close to launching a new idea, I suddenly feel exhausted. Like I just can’t push through.”

Coach: “I hear you say that this exhaustion tends to show up right when you’re on the verge of putting something out into the world. What do you think that might be about?”

Client: “I’m fine. It’s just work pressure — nothing I can’t handle.”

Coach: “As you said that, I noticed your shoulders pulled in and your voice dropped. I’m wondering what’s going on there?”

Client: “I have to fix this situation. If I don’t step in, everything will fall apart.”

Coach: “I hear you emphasise ‘have to’ — that sounds like a lot of responsibility. What are you believing to be true here?”

Client: “I had a fight with my sister about her not taking on responsibility for my parents. I’ve not going to ask her ever again”

Coach: “I remember the last time this happened you had said you were not going to ask her....how did it feel to engage with her again?”

6.3 Co-creates a shared vision with the client

Let's focus on the two key words in this behaviours

Co-creates

Implies the coach is playing an active role in the process without taking over where the conversation is headed.

Not doing it would look like

- Passively following the client – just asking routine questions like “what do you think?”
- Taking over thinking for the client – “It may be good for you to work on...”

Vision

Powerful motivating picture of what life could look like for the client.

- Establishing an agreement: is helping the client articulate where they want to go
- Co-creating a shared vision: is helping them connect with what future state is emotionally resonant

Done by the coach listening carefully to

- What matters to the client
- What they're dreaming of (but maybe not saying directly)
- Subtext, emotions, energy shifts

An example

Client: “I really need to stop procrastinating and get my pitch deck done.”

Coach: “Sure. And I notice when you talk about the deck, there’s a certain sense of heaviness. What’s at stake for you here?”

Client: “I guess it’s not just the pitch... it’s whether I *really believe* in what I’m building.”

Coach: “So it sounds like if you connected with your faith in the product you’re pitching, the deck would come easier?”

Client: “Yes, I want to get back to a space where I wake up so excited about the product I can’t wait to get to up computer”

Another example

Client: “I want to figure out how to deal with this difficult team member. He’s making my life hell. And.....I don’t like how I am with him”

Coach: “I hear you.... I wonder — what’s your hope for the kind of a leader you would like to be?”

Client: “Hmm. I want to be collaborative and open... not defensive like I’m becoming in the face of this person’s resistance.”

Coach: “So would it help you to talk about what it takes to build into being that kind of a leader?”

Client: “Yes, that feels more empowering. Let’s go there.”

At any point in the conversation, through your careful listening help the client get a broader, motivating view of the future they want

7. Evokes awareness

- Acknowledge the client's new awareness, learning, and movement toward the desired outcome
- Support the client in viewing the situation from new or different perspectives
- Inquire about or explores the client's ideas, beliefs, thinking, emotions and behaviors in relation to the desired outcome

7.1 Acknowledge the client's new awareness, learning, and movement toward the desired outcome

- It's similar to 4.1 (Acknowledge client insights and learning in the moment) in that both are about acknowledgement.
- The difference is that this fits under “evokes awareness” because you are helping the client cement their move towards their goal through your acknowledgement.

For example

Acknowledge client insights and learning in the moment

Client: *"You know, maybe I don't delegate because deep down I'm scared it'll reflect badly on me if someone else messes up."*

Coach: *"Oh wow, that's a deep insight — that the fear of how you may be seen is preventing you from letting go of the reins"*

Acknowledge the client's new awareness, learning, and movement toward the desired outcome

Coach: *"I'm noticing something. When we started this conversation, delegating felt like handing over control. And now I'm hearing you talk about how it's ok to let go and even allow your team to fail a bit without swooping in. That sounds like a clear move towards the kind of leader you said you wanted to be"*

7.2 Support the client in viewing the situation from new or different perspectives

- This is similar to 6.2 (Make observations that support the client in creating new associations) except that this is not only about what you pick up but also the questions that you ask

- In the following situation, what questions would be evidence for this behaviour – Rakshita is a leader who has taken on a new role two months and is anxious about whether she's doing ok.
 1. *How many people report to you?*
 2. *If you were talking to a friend in this situation, what might you say to him?*
 3. *What feedback have you got from your manager on how you're doing?*
 4. *What are the projects your team is working on?*
 5. *What according to you is a reasonable time frame for someone to transition into a new role?*

- Any work you do in helping a client unearth and challenge self-limiting beliefs would be evidence for this behaviour

* Correct answers are 2, 3 and 5

7.3 Inquire about or explores the client's ideas, beliefs, thinking, emotions and behaviors in relation to the desired outcome

Any questions you ask about the person (and not the problem) would count as evidence for this behaviour. You don't need to ask questions about all 5 areas.

For example, the client is working through a dysfunctional relationship with their manager:

What would **NOT** count as evidence for this behaviour

- How long have you worked with this person?
- Do other people have the same issue with them?
- How are your project deliveries going?

What **would** count as evidence for this behaviour

- How do you feel going into a meeting with this manager?
- What do you think is contributing to this situation?
- How do you react when they talk angrily to you?

Facilitates Client Growth

- Ask questions to support the client in translating awareness into action
- Partner with the client to create or confirm specific action plans
- Support the client to close the session

Facilitates Client Growth

Ask questions to support the client in translating awareness into action

These are questions that help the client make the move into action

- *“What would you like to do with this insight?”*
- *“Now that you know this, how would you like to be different in the future?”*

Partner with the client to create or confirm specific action plans

These are questions that help the client create a clear, measurable way forward

- *“Which meetings are coming up that you can experiment with?”*
- *“How will you measure yourself?”*
- *“What could come in the way of you doing this?”*

Support the client to close the session

This is keeping in with the “you’re in control” vibe that a coach lives by

- *“Is this a good place to close?”*
- *“Is there something you’d like to table for our next session?”*
- *“how’re you feeling as we close out on this session?”*

Cheat sheet

Establishes and maintains agreements	<p>Ask questions about their overall goal and the session goal</p> <p>Help the client articulate a specific contract; paraphrase it</p> <p>Be curious about the goal</p> <p>Stay with the contract through the conversation</p>
Trust and safety/presence	<p>Show genuine concern for the client</p> <p>Empathise</p> <p>Avoid judgement</p> <p>Show that you're present by exploring what they're saying/doing</p> <p>Express acknowledgement for their insights/strengths in the moment</p> <p>Paraphrase so the client feels understood</p> <p>Let the client decide the direction</p>
Listen actively	<p>Summarise or paraphrase to make sure you understood the client correctly</p> <p>Share what you're picking up that can help the client see the situation differently</p> <p>Co-create the vision of a motivating future state</p>
Evoke awareness	<p>Ask questions to help them see the situation from a new/different perspective</p> <p>Ask person focused questions</p> <p>Acknowledge the shifts the client is making towards their desired outcome</p>
Facilitates client growth	<p>Ask how they'd like to move from awareness into action</p> <p>Ask questions to firm up specific action plans</p> <p>Partner with them to close the session</p>

What do you need to prepare?

- Review your notes from your ACSTH/Level one program to make sure you understand the core competencies
 - Take a look at the ICF website for a description of the competencies and videos on what each means
- Look at the resources on the Navgati website
 - The Quiet Coach blog - <https://www.navgati.in/category/coaching/>
 - The ACC mock exam - <https://www.navgati.in/icf-acc-exam-preparation/>
- Use the mentor coaching to get inputs on which core competencies you are demonstrating and which you need to strengthen
- Review the transcript you plan to submit with respect to the ACC minimum standards we just looked at

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Linkedin if you'd like to know more**