* **ICF PCC Performance Event -**

**Revised in October 2020 – Effective October 21, 2020**

***NOTE: Please mark with “Observed” or “Not observed” in the “Observation” column your remarks.***

***You may also add comments for strengths and areas of development at the end of the competencies observations.***

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| Please indicate here for which coaching session you are providing this feedback: |

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| **Disqualifiers** | | **Observations** |
| 1. **SETTING THE FOUNDATION** | | |
| **COMPETENCY 1: DEMONSTRATES ETHICAL PRACTICE** | | |
| Familiarity with the ICF Code of Ethics and its application is required for all levels of coaching. Successful PCC candidates will demonstrate coaching that is aligned with the ICF Code of Ethics and will remain consistent in the role of coach. | | It is evaluated indirectly:   1. Demonstrate personal integrity and honesty in interactions with customers, sponsors, and relevant stakeholders. 2. Is sensitive to the identity, environment, experiences, values ​​and beliefs of clients. 3. Uses appropriate and respectful language with clients, sponsors, and relevant stakeholders. 4. Abides by the ICF Code of Ethics and uphold the Key Values. 5. Maintains confidentiality with the information of each client according to the agreements with the interested parties and the pertinent laws. 6. Supports distinctions between coaching, consulting, psychotherapy, and other support professions. 7. Refers clients to other support professionals, as appropriate. |
| **COMPETENCY 2: EMBODIES A COACHING MINDSET** | | |
| Embodying a coaching mindset—a mindset that is open, curious, flexible and client- centered—is a process that requires ongoing learning and development, establishing a reflective practice, and preparing for sessions. These elements take place over the course of a coach's professional journey and cannot be fully captured in a single moment in time. However, certain elements of this Competency may be demonstrated within a coaching conversation. These particular behaviors are articulated and assessed through the following PCC Markers: 4.1, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.5, 7.1, and 7.5. As with other Competency areas, a minimum number of these markers will need to be demonstrated to pass the PCC performance evaluation. All elements of this Competency will also be evaluated in the written assessment for ICF Credentials (Coach Knowledge Assessment). | | Definition: Develops and maintains an open, curious, flexible and customer-focused mindset:   1. Recognizes that clients are responsible for their own choices. 2. Participates in learning and continuous development as a coach. 3. Develops a practice of continuous reflection to improve your own coaching 4. Is aware of and open to influencing himself and others considering the context and culture. 5. Uses self-awareness and intuition for the benefit of clients. 6. Develops and maintains the ability to regulate one's emotions. 7. Prepares for sessions mentally and emotionally. 8. Seeks help from outside sources when necessary. |
| **B. CO-CREATING THE RELATIONSHIP** | | |
| **Disqualifiers** | | **Observations** |
| **COMPETENCY 3. ESTABLISHES AND MAINTAINS AGREEMENTS** | | |
| 3.1 Coach partners with the client to identify or reconfirm what the client wants to accomplish in this session. | |  |
| 3.2. Coach partners with the client to define or reconfirm measure(s) of success for what the client wants to accomplish in this session. | |  |
| 3.3. Coach inquires about or explores what is important or meaningful to the client about what they want to accomplish in this session. | |  |
| 3.4. Coach partners with the client to define what the client believes they need to address to achieve what they want to accomplish in this session. | |  |
| **COMPETENCY 4: CULTIVATES TRUST AND SAFETY** | | |
| ***4.1 Coach acknowledges and respects the client’s unique talents, insights and work in the coaching process.*** | |  |
| 4.2 Coach shows support, empathy or concern for the client. | |  |
| ***4.3 Coach acknowledges and supports the client’s expression of feelings, perceptions, concerns, beliefs or suggestions.*** | |  |
| ***4.4 Coach partners with the client by inviting the client to respond in any way to the coach’s contributions and accepts the client’s response.*** | |  |
| **COMEPTENCY 5: MAINTAINS PRESENCE** | | |
| ***5.1 Coach acts in response to the whole person of the client (the who).*** | |  |
| ***5.2. Coach acts in response to what the client wants to accomplish throughout this session (the what).*** | |  |
| ***5.3 Coach partners with the client by supporting the client to choose what happens in this session.*** | |  |
| ***5.4 Coach demonstrates curiosity to learn more about the client.*** | |  |
| 5.5 Coach allows for silence, pause or reflection. | |  |
| 1. **COMMUNICATING EFFECTIVELY** | | |
| **COMPETENCY 6: LISTENS ACTIVELY** | |  |
| ***6.1 Coach’s questions and observations are customized by using what the coach has learned about who the client is or the client’s situation.*** | |  |
| 6.2 Coach inquires about or explores the words the client uses. | |  |
| 6.3 Coach inquires about or explores the client’s emotions. | |  |
| 6.4 explores the client’s energy shifts, nonverbal cues or other behaviors. | |  |
| ***6.5 Coach inquires about or explores how the client currently perceives themself or their world.*** | |  |
| 6.6 Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so. | |  |
| 6.7 Coach succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding. | |  |
| D. FACILITATING LEARNING AND RESULTS | | |
| **COMPETENCY 7: EVOKE AWARENESS** | | |
| ***7.1 Coach asks questions about the client, such as their current way of thinking, feeling, values, needs, wants, beliefs or behavior.*** | |  |
| 7.2. Coach asks questions to help the client explore beyond the client’s current thinking or feeling to new or expanded ways of thinking or feeling about themself (the who). | |  |
| 7.3. Coach asks questions to help the client explore beyond the client’s current thinking or feeling to new or expanded ways of thinking or feeling about their situation (the what). | |  |
| 7.4. Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires. | |  |
| ***7.5 Coach shares, with no attachment, observations, intuitions, comments, thoughts or feelings, and invites the client’s exploration through verbal or tonal invitation.*** | |  |
| 7.6 Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client. | |  |
| 7.7 Coach uses language that is generally clear and concise. | |  |
| 7.8 Coach allows the client to do most of the talking. | |  |
| **COMPETENCY 8: FACILITATES CLIENT GROWTH** | | |
| 8.1 Coach invites or allows the client to explore progress toward what the client wanted to accomplish in this session. | |  |
| 8.2 Coach invites client to state or explore the client's learning in this session about themself (the who). | |  |
| 8.3 Coach invites the client to state or explore the client's learning in this session about their situation (the what). | |  |
| 8.4 Coach invites the client to consider how they will use new learning from this coaching session. | |  |
| 8.5 Coach partners with the client to design post-session thinking, reflection or action. | |  |
| 8.6 Coach partners with the client to consider how to move forward, including resources, support or potential barriers. | |  |
| 8.7 Coach partners with the client to design the best methods of accountability for themselves. | |  |
| 8.8 Coach celebrates the client’s progress and learning. | |  |
| 8.9 Coach partners with the client on how they want to complete this session. | |  |
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| **Feedback comments for the applicant: Strengths** | **The coach was aware of, explored, and used**  **Examples:** | |
| **Feedback comments for the applicant: Areas for Development** |  | |