

**For Learning Purposes Only**

<b>Name of Coach:</b>	Carly	<b>Name of Reviewer:</b>	Carly Anderson
<b>Name of Client &amp;/or Recording Identifier</b>	Client #1 (43 minutes)		

**Session 1 title: Confidence, and The Horse**

**OVERVIEW**

In this session, the client explores her confidence and how it sometimes swings into fear that then lowers her confidence to speak up. The client recognizes she is often “not the most loud person in the room (at work)” and is okay with that. Yet how to “get the confidence to talk more freely about myself, about what I can do and get into that communication flow.” The client recalls her experiences of learning to work with a horse, which supports her to examine her way of building her confidence.

This worksheet is constructed by Carly Anderson using the ICF Updated Core Competency Model (UCCM for short) and specifically the ICF Updated PCC Markers released September 2020. Examples of evidence given next to PCC Markers may not be all possible examples (otherwise this worksheet could be 20+pages long 😊 ).

I’ve included my “Ten Characteristics of MCC Skill Level” to provide distinctions of differences between PCC and MCC skill level.

The information contained in this worksheet is the opinion of **Carly Anderson, MCC** based on years of experience of mentoring, and actively assessing for the International Coaching Federation since 2005 for MCC, PCC and ACC performance evaluations. However, the information in this form should not be taken as being “ICF Official” and instead is for Learning Purposes.

<b>PCC Markers</b>	Please give examples that demonstrate specific evidence of Markers.
<b>FOUNDATION</b>	
<b>#1: Demonstrates Ethical Practice</b>	
Did you notice any ethical issues the coach discussed with the client? Or what ethical issues did the client bring forward and coach did not discuss with the client?	No
Did you notice any role confusion, where	No



<p>coach shifted from coaching mindset and more often to teaching, mentoring, consulting or other mindset?</p>	
<p><b>#2: Embodies a Coaching Mindset</b></p>	<p>Tip: The last competency to evaluate is #2: Embodies a Coaching Mindset, as evidence is drawn from four other core competencies <b>(which I've highlighted in green).</b></p>
<p>This competency draws from different PCC Markers to determine if this competency was demonstrated. <b>PCC Markers to check for evidence include 4.1, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.5, 7.1, 7.5.</b></p>	
<p>After reviewing this coaching session, which markers did the coach evidence well, or consistently?</p>	<p><b>1, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.5, 7.1, 7.5.</b></p>
<p>Which markers were not evidenced well, or consistently?</p>	
<p><b>Carly's Ten Characteristics of MCC Skill Level:</b></p> <p>After evaluating the entire session, consider which characteristics were consistently demonstrated at DEPTH by the coach throughout the coaching session.</p> <p>Optional: <b>Highlight with yellow those consistently demonstrated</b>, and/or make comments next to the characteristics.</p> <p>Refer to Carly's product of the same name, which can be found in the Store at her website.</p>	<p><b>"Depth"</b> of coach responses, is a key concept that differentiates MCC from PCC skill level.</p> <p><b>Depth means customizing responses using client concepts, words and learning style. Depth means ability to be significantly responsive to and curious about the human being (Who) of the client.</b></p> <p><b>Ten Characteristics of MCC Skill Level consistently demonstrated by coach in this session:</b></p> <p><b>Connection</b>  <b>Presence</b>  Simplicity  <b>Spaciousness</b>  <b>Exploration of Emotional Content</b>  <b>Ability to Ignore Nothing</b>  Ability to Expand Learning  <b>Trust (in client, in coaching process, in coach ability)</b>  Vulnerability (ability to be transparent, open and human with the client, versus performance, proving or expert mindset).  <b>Partnering</b> (ability to ask and allow client to choose where they</p>

	<i>want to explore next in this session).</i>
<b>CO-CREATING THE RELATIONSHIP</b>	
<b>#3: Establishes &amp; Maintains Agreements</b>	
3.1 Coach partners with the client to identify or reconfirm what the client wants to accomplish in this session.	<p>Coach (00:17): And I know we've had an intake session and we've talked about your overall goals for these coaching sessions, but what would you like to focus on today?</p> <p>Coach (02:01): So you sort of gave a little more information there that it's confidence in a certain context to do with selling yourself and talking about leadership. Where else does this show up in your life or is this it?</p> <p>Coach (05:02): It seems like you've got a very specific thing in mind when you describe flow and normal to not normal and the hiccup. And it seems to be in this environment of leadership and selling your services. So what would be a good useful outcome for us to focus on in this session?</p>
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.	<p>Coach (13:37) So I just want to check now, confidence has come up being in the flow. You've mentioned confidence pretty well each time I've asked you and I'm just. What would tell you have made some progress around flow and confidence and by the end of this session?</p> <p>Coach (14:25): And again, it's interesting you came back to hindrances again. So it sounds like that's where you want to explore. We can always check in and see how that's supporting you the direction.</p>
3.3 Coach inquires about or explores what is important or meaningful to the client about what they want to accomplish in this session.	Coach (06:31): When you have this confidence, the blockage is gone, what will be different about you?
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.	<p>Coach (03:34): You said your confidence swings and now you're saying between normal and not normal. What is normal confidence for you?</p> <p>Coach (09:36): Yeah. I just get a sense when you say take up space and not seen that this could be a deeper uhm concern.</p>

	<p>And I just wanted to check whether that is or if it's really you're okay with, it's just this environment that's giving you this feeling of not being seen and taking up space?</p> <p>Coach (14:25): And again, it's interesting you came back to hindrances again. So it sounds like that's where you want to explore. We can always check in and see how that's supporting you the direction.</p>
<p><b>#4: Cultivates Trust &amp; Safety</b></p>	
<p><b>4.1</b> Coach acknowledges and respects the client's unique talents, insights and work in the coaching process.</p>	<p>Coach (21:12): That sounds like an insight already, you were more assertive with the horse.</p> <p>Coach (34:31): Hmm. I feel like your energy is calmer now than when we first talked about 35 minutes ago we started. Do you feel any difference in you in your energy or not?</p> <p>Coach (36:12): That sounds like already you've designed yourself an action here is to go out and test it. How would you elaborate on that?</p> <p>Coach (43:31): I really look forward to it, Client. That's such a beautiful metaphor and experience to bring forward and yeah I look forward to our next coaching session.</p>
<p>4.2 Coach shows support, empathy or concern for the client.</p>	<p>Coach (26:02): I see you're writing things down. Do you need some time? Because you just let me know.</p>
<p><b>4.3</b> Coach acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs or suggestions.</p>	<p>Coach (08:52): Well I really appreciate you've put out so much already, the qualities that you feel you want to have around being seen, taking up space and being able to flow and feel relaxed. And at the same time there's something about wanting to understand the fear and what hinders you or blocks you from taking up more space and being seen and doing the small talk or whatever that means to you. So I just want to check with you again. So I'm on the same page as you. What do you feel is really, this is really about for you right now?</p> <p>Coach (11:49): Again, just appreciate your knowledge about yourself and seeing that this is a pattern over life and that you want to really focus in on the business world, your business</p>

	<p>focus.</p> <p>Coach (13:25): Okay. Thank you I get it. There's a lot here and I know we have our first session here in this series and so it's good to put it all, put a lot of different aspects out here.</p>
<p><b>4.4</b> 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.</p>	<p>Coach (09:36): Yeah. I just get a sense when you say take up space and not seen that this could be a deeper uhm concern. And I just wanted to check whether that is or if it's really you're okay with, it's just this environment that's giving you this feeling of not being seen and taking up space?</p> <p>Coach (16:43): As you're speaking, I just have a sense of something I want to offer you and you tell me whether there's anything worth exploring here. When you speak, I'm not sure I know what your motivational passion is or why you would do all of these things. I'm wondering whether there's anything worth exploring there or? You've got a smile on your face, what's?</p> <p>Coach (30:57): All right. Well, how would you transfer that learning into hmm I don't know. What, a plan or actions or what is it that you want to transfer it, translate it in to?</p>
<p><b>#5: Maintains Presence</b></p>	
<p><b>5.1</b> Coach acts in response to the whole person of the client (the who).</p>	<p>Coach (03:34): You said your confidence swings and now you're saying between normal and not normal. What is normal confidence for you?</p> <p>Coach (06:31): When you have this confidence, the blockage is gone, what will be different about you?</p> <p>Coach (09:36): Yeah. I just get a sense when you say take up space and not seen that this could be a deeper uhm concern. And I just wanted to check whether that is or if it's really you're okay with, it's just this environment that's giving you this feeling of not being seen and taking up space?</p> <p>Coach (12:01) What is your vision for how you want to be the confident Client? How does confidence show up in the world for you of business, ideally?</p>

	<p>Coach (19:52): When you mentioned being around a horse, what fear was present? Or wasn't there one?</p> <p>Coach (21:12): That sounds like an insight already, you were more assertive with the horse. What other lessons did you learn from the horse that you might be able to use?</p> <p>Coach (26:43): What about the fear? This animal could stomp on your foot and crush your foot. How do you work with the fear of potentially being hurt?</p> <p>Coach (32:08): As you say, create a connection, that's something you've said as well a little earlier. It seems to be something important in here is something around how you connect. What are your thoughts on your way of connecting?</p> <p>Coach (39:46): That was the subject of some of our previous coaching, was you being able to say what you were feeling and to find the words at the right time, not necessarily in the moment, but that you practice that in our coaching from time to time.</p>
<p><b>5.2</b> Coach acts in response to what the client wants to accomplish throughout this session (the what).</p>	<p>Yes. Examples:</p> <p>Coach (14:55): Yeah. What would you like to start with? What hinders you?</p> <p>Coach (21:12): That sounds like an insight already, you were more assertive with the horse. What other lessons did you learn from the horse that you might be able to use?</p> <p>Coach (40:03): So how would you like to plan? How would you say that that piece will show up in your plan that ability to speak up or not speak up? What. Let me just think about what I want to ask you. How are you feeling about the actions you already have? Do you feel that's enough or do you want more?</p>
<p><b>5.3</b> Coach partners with the client by supporting the client to choose what happens in this session.</p>	<p>Coach (00:17): And I know we've had an intake session and we've talked about your overall goals for these coaching sessions, but what would you like to focus on today?</p> <p>Coach (05:02): It seems like you've got a very specific thing in mind when you describe flow and normal to not normal and the hiccup. And it seems to be in this environment of leadership</p>

	<p>and selling your services. So what would be a good useful outcome for us to focus on in this session?</p> <p>Coach (14:25): And again, it's interesting you came back to hindrances again. So it sounds like that's where you want to explore. We can always check in and see how that's supporting you the direction. So would you like to start exploring hindrances or something else?</p> <p>Coach (14:55): Yeah. What would you like to start with? What hinders you?</p> <p>Coach (29:24): What great lessons. How. Do you, do you feel like you've got enough here to look at how to use that, to transfer into what you want around your confidence or do you want to explore more qualities, of the horse and you with the horse?</p>
<p>5.4 Coach demonstrates curiosity to learn more about the client.</p>	<p>Yes. Examples:</p> <p>Coach (02:01): So you sort of gave a little more information there that it's confidence in a certain context to do with selling yourself and talking about leadership. Where else does this show up in your life or is this it?</p> <p>Coach (03:00): There's more at stake in which scenario?</p> <p>Coach (19:52): When you mentioned being around a horse, what fear was present? Or wasn't there one?</p> <p>Coach (32:08): As you say, create a connection, that's something you've said as well a little earlier. It seems to be something important in here is something around how you connect. What are your thoughts on your way of connecting?</p> <p>Coach (34:00): What are you writing?</p> <p>Coach (42:24): How do you want to bring the horse energy with you?</p>
<p>5.5 Coach allows for silence, pause or reflection.</p>	<p>Yes</p>

<b>COMMUNICATING EFFECTIVELY</b>	
<b>#6: Listens Actively</b>	
<p><b>6.1</b> Coach's questions and observations are customized by using what the coach has learned about who the client is or the client's situation.</p>	<p>Coach (06:31): When you have this confidence, the blockage is gone, what will be different about you?</p> <p>Coach (21:12): That sounds like an insight already, you were more assertive with the horse. What other lessons did you learn from the horse that you might be able to use?</p> <p>Coach (21:43): So leading, decisiveness. What other qualities did you learn by engaging with this horse?</p> <p>Coach (22:54): Desire is that another thing, another quality?</p> <p>Coach (28:09): What is the joy. What else is the motivator for keeping you focused on why you want to do this?</p> <p>Coach (37:40) When you consider that other people may step on your foot, so to speak like the horse. How might you respond?</p>
<p>6.2 Coach inquires about or explores the words the client uses.</p>	<p>Coach (03:34): You said your confidence swings and now you're saying between normal and not normal. What is normal confidence for you?</p> <p>Coach (32:08): As you say, create a connection, that's something you've said as well a little earlier. It seems to be something important in here is something around how you connect. What are your thoughts on your way of connecting?</p> <p>Coach (42:24): How do you want to bring the horse energy with you?</p>
<p>6.3 Coach inquires about or explores the client's emotions.</p>	<p>Coach (19:52): When you mentioned being around a horse, what fear was present? Or wasn't there one?</p> <p>Coach (26:43): What about the fear? This animal could stomp on your foot and crush your foot. How do you work with the fear of potentially being hurt?</p>



<p>6.4 Coach explores the client's energy shifts, nonverbal cues or behaviors.</p>	
<p><b>6.5</b> Coach inquires about or explores how the client currently perceives themselves or their world.</p>	<p>Coach (03:34): You said your confidence swings and now you're saying between normal and not normal. What is normal confidence for you?</p> <p>Coach (06:31): When you have this confidence, the blockage is gone, what will be different about you?</p>
<p>6.6 Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.</p>	<p>Yes</p>
<p>6.7 Coach succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding.</p>	<p>Coach (08:52): Well I really appreciate you've put out so much already, the qualities that you feel you want to have around being seen, taking up space and being able to flow and feel relaxed. And at the same time there's something about wanting to understand the fear and what hinders you or blocks you from taking up more space and being seen and doing the small talk or whatever that means to you. So I just want to check with you again. So I'm on the same page as you. What do you feel is really, this is really about for you right now?</p> <p>Coach (09:36): Yeah. I just get a sense when you say take up space and not seen that this could be a deeper uhm concern. And I just wanted to check whether that is or if it's really you're okay with, it's just this environment that's giving you this feeling of not being seen and taking up space?</p> <p>Coach (24:38): That seems like another quality, commitment.</p>
<p><b>#7: Evokes Awareness</b></p>	
<p><b>7.1</b> Coach asks questions about the client, such as their current way of thinking, feeling, values, needs, wants, beliefs or behavior.</p>	<p>Coach (03:34): You said your confidence swings and now you're saying between normal and not normal. What is normal confidence for you?</p> <p>Coach (19:52): When you mentioned being around a horse, what fear was present? Or wasn't there one?</p> <p>Coach (21:12): That sounds like an insight already, you were more assertive with the horse. What other lessons did you learn from the horse that you might be able to use?</p>

<p>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 themselves (the who).</p>	<p>Coach (21:43): So leading, decisiveness. What other qualities did you learn by engaging with this horse?</p> <p>Coach (26:43): What about the fear? This animal could stomp on your foot and crush your foot. How do you work with the fear of potentially being hurt?</p> <p>Coach (28:09): What is the joy. What else is the motivator for keeping you focused on why you want to do this?</p> <p>Coach 37:40 When you consider that other people may step on your foot, so to speak like the horse. How might you respond?</p>
<p>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).</p>	<p>Coach (25:18): What are you still learning about engaging with this beautiful being?</p> <p>Coach 37:40 When you consider that other people may step on your foot, so to speak like the horse. How might you respond?</p> <p>Coach (42:24): How do you want to bring the horse energy with you?</p>
<p>7.4 Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires.</p>	<p>Coach (06:31): When you have this confidence, the blockage is gone, what will be different about you?</p>
<p>7.5 Coach shares – with no attachment – observations, intuitions, comments, thoughts or feelings, and invites the client's exploration through verbal or tonal invitation.</p>	<p>Coach (09:36): Yeah. I just get a sense when you say take up space and not seen that this could be a deeper uhm concern. And I just wanted to check whether that is or if it's really you're okay with, it's just this environment that's giving you this feeling of not being seen and taking up space?</p> <p>Coach (16:43): As you're speaking, I just have a sense of something I want to offer you and you tell me whether there's anything worth exploring here. When you speak, I'm not sure I know what your motivational passion is or why you would do all of these things. I'm wondering whether there's anything worth exploring there or? You've got a smile on your face, what's?</p> <p>Coach (32:08): As you say, create a connection, that's something you've said as well a little earlier. It seems to be something important in here is something around how you</p>

	<p>connect. What are your thoughts on your way of connecting?</p> <p>Coach (34:31):Hmm. I feel like your energy is calmer now than when we first talked about 35 minutes ago we started. Do you feel any difference in you in your energy or not?</p>
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.	<p>Yes</p> <p>Example: Coach (25:18): What are you still learning about engaging with this beautiful being?</p>
7.7 Coach uses language that is generally clear and concise.	Yes, mostly.
7.8 Coach allows the client to do most of the talking.	Yes
<b>CULTIVATING LEARNING AND GROWTH</b>	
<b>#8 Facilitates Client Growth</b>	
8.1 Coach invites or allows the client to explore progress toward what the client wanted to accomplish in this session.	<p>Coach (34:31):Hmm. I feel like your energy is calmer now than when we first talked about 35 minutes ago we started. Do you feel any difference in you in your energy or not?</p> <p>Coach (35:09): Yes. So how are you feeling about having explored the fear in the hindrances? How do you feel you've gone with the versus where you started this session?</p>
8.2 Coach invites the client to state or explore the client's learning in this session about themselves (the who).	<p>Coach (34:31):Hmm. I feel like your energy is calmer now than when we first talked about 35 minutes ago we started. Do you feel any difference in you in your energy or not?</p> <p>Coach (41:36): So uhm just checking, what did you discover about yourself in this session?</p>
8.3 Coach invites the client to state or explore the client's learning in this session about their situation (the what).	<p>Coach (21:12): That sounds like an insight already, you were more assertive with the horse. What other lessons did you learn from the horse that you might be able to use?</p> <p>Coach (25:18): What are you still learning about engaging with this beautiful being?</p>

<p>8.4 Coach invites the client to consider how they will use new learning from this coaching session.</p>	<p>Coach (30:57): All right. Well, how would you transfer that learning into hmm I don't know. What, a plan or actions or what is it that you want to transfer it, translate it in to?</p>
<p>8.5 Coach partners with the client to design post-session thinking, reflection or action.</p>	<p>Coach (32:08): As you say, create a connection, that's something you've said as well a little earlier. It seems to be something important in here is something around how you connect. What are your thoughts on your way of connecting?</p> <p>Coach (36:12): That sounds like already you've designed yourself an action here is to go out and test it. How would you elaborate on that?</p> <p>Coach (37:24): So you're saying you want to write out some thoughts and burn those if they don't support you? Is that what you mean?</p> <p>Coach 37:40 When you consider that other people may step on your foot, so to speak like the horse. How might you respond?</p> <p>Coach (40:03): So how would you like to plan? How would you say that that piece will show up in your plan that ability to speak up or not speak up? What. Let me just think about what I want to ask you. How are you feeling about the actions you already have? Do you feel that's enough or do you want more?</p> <p>Coach (42:24): How do you want to bring the horse energy with you?</p>
<p>8.6 Coach partners with the client to consider how to move forward, including resources, support or potential barriers.</p>	
<p>8.7 Coach partners with the client to design the best methods of accountability for themselves.</p>	
<p>8.8 Coach celebrates the client's progress and learning.</p>	
<p>8.9 Coach partners with the client on how they want to complete this session.</p>	<p>Coach (42:58): Wonderful. Well, how are you feeling about our session finishing now? Or is there something else you need to say to complete the session?</p>

Competency Strength demonstrated:

**#3 Coaching Session Agreement.**

Coach explores what client wants from this session, including outcome, measure of success, and underlying “issue” to explore. Refer to top of this worksheet for examples.

**#5 Maintains Presence.**

*5.3 Coach partners with the client by supporting the client to choose what happens in this session.*

Examples:

Coach (05:02): It seems like you've got a very specific thing in mind when you describe flow and normal to not normal and the hiccup. And it seems to be in this environment of leadership and selling your services. So what would be a good useful outcome for us to focus on in this session?

Coach (14:25): And again, it's interesting you came back to hindrances again. So it sounds like that's where you want to explore. We can always check in and see how that's supporting you the direction. So would you like to start exploring hindrances or something else?

Coach (14:55): Yeah. What would you like to start with? What hinders you?

Coach (29:24): What great lessons. How. Do you, do you feel like you've got enough here to look at how to use that, to transfer into what you want around your confidence or do you want to explore more qualities, of the horse and you with the horse?

**#7: Evokes Awareness.**

*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 themselves (the who).*

Coach demonstrated hearing and use of client “world” such as her horse experience:

Examples:

Coach (21:43): So leading, decisiveness. What other qualities did you learn by engaging with this horse?

	<p>Coach (26:43): What about the fear? This animal could stomp on your foot and crush your foot. How do you work with the fear of potentially being hurt?</p> <p>Coach 37:40 When you consider that other people may step on your foot, so to speak like the horse. How might you respond?</p>
<p>Suggestions for Competency Development / Upgrades:</p>	<p><b>#5 Maintains Presence.</b> We were visual on zoom and some of the laughter and responses from the coach were responsive to the client (but not necessarily visible in an audio-only recording). At the same time, coach to be conscious of when energy of laughing, is more than the client.</p> <p><b>#7 Evokes Awareness.</b> <i>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.”</i> <i>7.7 Coach uses language that is generally clear and concise.</i></p> <p>Ask one question at a time. Offer one succinct comment or observation at a time. Sometimes, coach was more verbose and asked more than one question such as:</p> <p>Coach (40:03): So how would you like to plan? How would you say that that piece will show up in your plan that ability to speak up or not speak up? What. Let me just think about what I want to ask you. How are you feeling about the actions you already have? Do you feel that's enough or do you want more?</p>
<p>Other observations or comments:</p>	<p>From Carly: From my experience as an ICF ACC, PCC and MCC Assessor, this recording is likely to pass all 3 credential levels.</p>