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| <b>Name of Coach:</b>                               | Carly Anderson | <b>Name of Reviewer:</b> | Carly Anderson, MCC |
| <b>Name of Client &amp;/or Recording Identifier</b> | Rebecca 1      | <b>Length:</b>           | 35 minutes          |

Important Note: The scoring outlined in this form is the opinion of **Carly Anderson, MCC** based on years of experience of assessing for the ICF and other coach training organizations and training in the PCC Markers by the ICF. This scoring should not be interpreted as being the scoring you would receive from your official Assessors in the ICF credentialing process. The reason being is there are often competencies being demonstrated on the cusp of PCC to MCC, and ACC to PCC, and that is often the main difference in where scoring can differ. This then effects whether your overall score is at ACC, PCC, or MCC.

I've added MCC skill level scoring from my experience as an MCC Assessor. You need a minimum overall average of 8.0 to pass MCC credential. If you are using this CCW to score a recording for MCC skill level, you can make overall comments next to each competency, especially about the 10 characteristics being demonstrated, or maybe not so much.

| PCC Markers   | For MCC  |   |
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|   |          | Please give examples that demonstrate specific evidence of Markers.   |
| <b>SETTING THE FOUNDATION</b>   |          |   |
| <b>Ethics and Standards</b>   |          |   |
| Did you notice any ethical issues?  |          | No  |
|   |          |   |
| <b>Competency: Creating the Coaching Agreement</b>  | <b>9</b> |   |
| 1. Coach helps the client identify, or reconfirm, what s/he wants to accomplish in the session. |          | <p>So would you like to explore more about routine or would you like to do something else right now?</p> <p>Coach: Well this is our first official coaching session, so I would probably normally ask you about your vision and what would be a really valuable outcome for you for our time together.....up to 5 sessions...</p> <p>Client: What I want to have happen is to get a workable plan that keeps me focused on putting the program together or at least a framework to narrow some things down because right now it's all</p> |

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|  |          | over the place. Like a schedule, something very practical. I know it's simple, or it sounds simple.   |
| 2. Coach helps the client to define or reconfirm measures of success for what s/he wants to accomplish in the session.   |          | So if you were to sift through all of the information and come out with a plan to implement some sort of program, create some sort of framework. What else would you need to have in order to feel that you had achieved what you wanted to achieve, or is that it?                                       |
| 3. Coach explores what is important or meaningful to the client about what s/he wants to accomplish in the session.  |          |   |
| 4. Coach helps the client define what the client believes he/she needs to address or resolve in order to achieve what s/he wants to accomplish in the session. |          | So you mentioned a workable plan, a framework and a schedule. So I'm wondering what would we need to address in order for you to make this simple and to move forward?<br>So it seems like we may need to address the looping in your head and how to maintain razor sharp focus. Is there anything else? |
| 5. Coach continues conversation in direction of client's desired outcome unless client indicates otherwise.  |          | Yes   |
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| <b>CO-CREATING THE RELATIONSHIP</b>  |          |   |
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| <b>Competency: Creating Trust and Intimacy</b>   | <b>8</b> |   |
| 1. Coach acknowledges and respects the client's work in the coaching process.  |          | It's very clear when you speak about your vision and what you desire to have for people.<br>I can't help but notice that was beautifully said and very clear and articulate.  |
| 2. Coach expresses support for the client.   |          | That's great.<br>You're making perfect sense.<br>That sounds like a nice a nice combination.  |
| 3. Coach encourages and  |          | Yes, although sometimes coach spoke at same time as client, yet then  |

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| allows the client to fully express him/herself.  |          | stopped to allow client to speak.  |
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| <b>Competency: Coaching Presence</b>   | <b>9</b> |  |
| 1. Coach acts in response to both the whole person of the client and what the client wants to accomplish in the session. |          | Yes, throughout the session.<br>It's very clear when you speak about your vision and what you desire to have for people.<br>So you mentioned so many wonderful qualities about "shiny," and you mentioned tools that you know work. So there's like fun, creative, full of energy, happy, positive, simple, knowing where your escape hatch is. So I'm wondering how you can apply some or all of that to your ability to make a schedule and stick to it?   |
| 2. Coach is observant, empathetic, and responsive  |          | That sounds like a nice combination.<br>So changed versus evolved. Seems like there's some distinction you have there.<br>What piqued your attention about that?<br>And how is overwhelm related to looping in your head?<br>What might be a better question to have asked you there? I sense that didn't quite land with you. (then didn't allow time for client to respond).   |
| 3. Coach notices and explores energy shifts in the client.   |          | So you're energy has gone up. I'm noticing you're a little excited.<br>What's different already for you?<br>I just already sense there's some energy that's being released for you.  |
| 4. Coach exhibits curiosity with the intent to learn more  |          | And how has your life changed in those six years?<br>What piqued your attention about that?<br>So what foundation are you seeking to build?<br>And what's stopping you from being available now?   |
| 5. Coach partners with the client by supporting the client to choose what happens in the session.                        |          | So would you like to explore more about routine or would you like to do something else right now?<br>So it seems like we may need to address the looping in your head and how to maintain razor sharp focus. Is there anything else?<br>So it sounds like we have a little bit of the scheme...of where you want to go. I am wondering if there is anything else that needs to be addressed or if we dive in and take a piece of that today?<br>So what piece would you like to bite off today?<br>So I'm wondering if you want to explore any more of your schedule, or whether you feel like what you've already put in place is enough to |

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|  |          | begin with?   |
| 6. 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. |          | Well you've mentioned "shiny" a number of times so something seems important about the shiny things. I'm just wondering if there's any value in exploring what shiny means or what's important to you about the shiny, or not?  |
| 7. Coach partners with the client by playing back the client's expressed possibilities for the client to choose from.                          |          |   |
| 8. Coach partners with the client by encouraging the client to formulate his or her own learning.  |          | So you're energy has gone up. I'm noticing you're a little excited. What's different already for you?<br><br>What learning has come to you so far, I know we nearing the end of our session, what has become obvious to you so far in our coaching today that supports you moving forward?  |
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| <b>COMMUNICATING EFFECTIVELY</b>   |          |   |
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| <b>Competency: Active Listening</b>  | <b>9</b> |   |
| 1. Coach's questions and observations are customized by using what the coach has learned about who the client is and the client's situation.   |          | So it sounds like we may need to address the looping in your head and how to maintain razor sharp focus.<br><br>So you mentioned so many wonderful qualities about "shiny," and you mentioned tools that you know work. So there's like fun, creative, full of energy, happy, positive, simple, knowing where your escape hatch is. |
| 2. Coach inquires about or explores the client's use of language.  |          | So changed versus evolved. It seems like you have some distinction there.<br>Well you've mentioned "shiny" a number of times so something seems important about the shiny things.   |
| 3. Coach inquires about or explores the client's emotions.   |          | Ok, so your energy has gone up I'm noticing, you are a little excited.  |
| 4. Coach inquires about or explores the client's tone of   |          | What might be a better question to have asked you there? I sense that didn't quite land with you. (then didn't allow time for client to   |

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| voice, pace of speech or inflection as appropriate.   |          | respond).   |
| 5. Coach inquires about or explores the client's behaviors.   |          | And if you did this three days a week for the next month, what might be different for you?<br>So if the "shiny" was to support you instead of taking your attention away, how would you use shiny to support you?   |
| 6. Coach inquires about or explores how the client perceives his/her world.   |          | And how has your life changed in those six years?<br>What would you like to discover about scheduling?<br>So how do creative, fun and relaxing with it work for you in a schedule?<br>So what foundation are you seeking to build?                                      |
| 7. Coach is quiet and gives client time to think.   |          | Yes, although sometimes coach spoke at same time as client, yet then stopped to allow client to speak.  |
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| <b>Competency: Powerful Questioning</b>   | <b>9</b> |   |
| 1. Coach asks questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.                       |          | What's different already for you?<br>And how has your life changed in those six years?<br>What would you like to discover about scheduling?<br>So how do creative, fun and relaxing with it work for you in a schedule?<br>So what foundation are you seeking to build? |
| 2. Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about himself/herself.   |          | So how do creative, fun and relaxing with it work for you in a schedule?<br>And if you did this three days a week for the next month, what might be different for you?<br>And how is overwhelm related to looping in your head?   |
| 3. Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about his/her situation. |          | What would be important for you to look at in your schedule there?<br>What's stopping you from being available now?<br>So if the "shiny" was to support you instead of taking your attention away, how would you use shiny to support you?                              |
| 4. Coach's questions help the client explore beyond current thinking towards the outcome s/he desires.                                    |          | So what would you like to discover about scheduling?<br>So what foundation are you seeking to build?  |
| 5. Coach asks clear, direct, primarily open-ended   |          | Yes, most often. Sometimes, a bit more complicated.   |

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| questions, one at a time, at a pace that allows for thinking and reflection by the client.                                    |          |   |
| 6. Coach's questions use the client's language and elements of the client's learning style and frame of reference.            |          | And how long have you been on this new adventure?<br>And how has your life changed in those six years?<br>Changed vs. evolved, seems like you have some distinction there.  |
| 7. Coach's questions are not leading, i.e. do not contain a conclusion or direction.  |          | Yes   |
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| <b>Competency: Direct Communication</b>   | <b>8</b> |   |
| 1. Coach shares observations, intuitions, comments, thoughts and feelings to serve the client's learning or forward movement. |          | I just already sense there's some energy that's being released for you. I can't help but notice that was beautifully said and very clear and articulate and I'm wondering how you might apply that to your new schedule?              |
| 2. Coach shares observations, intuitions, comments, thoughts and feelings without any attachment to them being right.         |          | Well you've mentioned "shiny" a number of times so something seems important about the shiny things. I'm just wondering if there's any value in exploring what shiny means or what's important to you about the shiny, or not?        |
| 3. Coach uses the client's language or language that reflects the client's way of speaking.                                   |          | How long have you been on this adventure?<br>So it sounds like we may need to address the looping in your head and how to maintain razor sharp focus.<br><br>So how do creative, fun and relaxing with it work for you in a schedule? |
| 4. Coach's language is generally clear and concise.   |          | Yes   |
| 5. The coach allows the client to do most of the talking.   |          | Yes   |
| 6. Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.      |          | Yes, although sometimes coach spoke at same time as client, yet then stopped to allow client to speak.  |
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| FACILITATING LEARNING AND RESULTS   |          |   |
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| <b>Competency: Creating Awareness</b>   | <b>9</b> |   |
| 1. Coach invites client to state and/or explore his/her learning in the session about her/his situation (the what).                 |          | I'm wondering, what learning has come to you so far? I know we coming nearer to the end of our session here. But what has become obvious to you so far in our coaching today that supports you move forward?  |
| 2. Coach invites client to state and/or explore his/her learning in the session about her-/himself (the who).                       |          | So you're energy has gone up. I'm noticing you're a little excited. What's different already for you?   |
| 3. Coach shares what s/he is noticing about the client and /or the client's situation, and seeks the client's input or exploration. |          | Well you've mentioned "shiny" a number of times so something seems important about the shiny things. I'm just wondering if there's any value in exploring what shiny means or what's important to you about the shiny, or not?  |
| 4. Coach invites client to consider how s/he will use new learning from the coaching.   |          |   |
| 5. Coach's questions, intuitions and observations have the potential to create new learning for the client.                         |          | And how has your life changed in those six years?<br>What peaked your attention about that?<br>So if the "shiny" was to support you instead of taking your attention away, how would you use shiny to support you?<br>And how is overwhelm related to looping in your head?             |
| <b>Competency: Designing Actions, Planning And Goal Setting, And Managing Progress And Accountability</b>                           | <b>9</b> |   |
| 1. Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.                          |          | I'm wondering, what learning has come to you so far? I know we coming nearer to the end of our session here. But what has become obvious to you so far in our coaching today that supports you move forward?<br>So if you think about where we started today and where you are now..... |



**PCC Markers Core Competency Worksheet (CCW)**

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| <p>2. Coach assists the client to design what actions/thinking client will do after the session in order for the client to continue moving toward the client’s desired outcomes.</p> |                   | <p>So I’m wondering if you want to explore any more of your schedule, or whether you feel like what you’ve already put in place is enough to begin with?<br/>         So if the “shiny” was to support you instead of taking your attention away, how would you use shiny to support you?<br/>         I’m wondering how you might be able to apply some of those qualities associated with shiny, to making your schedule time shiny?<br/>         Or is that not necessary for you?<br/>         We got a coaching session in two weeks. What would you want me to be asking you when we start our call in two weeks that would have you feel that you have accomplished what you wanted to?<br/>         And what will you have accomplished?<br/>         I can’t help but notice that was beautifully said and very clear and articulate. And I’m just help wondering how you might apply that to your schedule?<br/>         So how do you want to use that (Carly’s tone of voice) as you move through these next 2 weeks with your schedule?</p> |
| <p>3. Coach invites or allows client to consider her/his path forward, including, as appropriate, support mechanisms, resources and potential barriers.</p>                          |                   | <p>So you mentioned team and that you believe in teams. I’m wondering is there anything you need or anyone in order to support you keep this high energy and keep this excitement going?</p>   |
| <p>4. Coach assists the client to design the best methods of accountability for her/himself.</p>   |                   |  |
| <p>5. Coach partners with the client to close the session.</p>   |                   | <p>Do you feel like there is anything else we need to address, or shall we finish here?</p>  |
| <p>6. Coach notices and reflects client’s progress.</p>  |                   |  |
| <p><b>Score for MCC</b></p>  | <p><b>8.7</b></p> |  |

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| <p>Acknowledgements of areas of Competency Strength</p> | <p><b>Coaching Presence. Active Listening.</b><br/>         Coach was present from the beginning, asking deeper questions, and making comments. By 3 minutes 30 seconds into the coaching, the client already reported having some awareness emerge and gave herself some homework. “What’s different already for you?”<br/><br/>         Coach was present to client language and energy such as:</p> |
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|  | <p>So if the “shiny” was to support you instead of taking your attention away, how would you use shiny to support you?<br/>So changed versus evolved. Seems like there’s some distinction you have there.<br/>So you’re energy has gone up. I’m noticing you’re a little excited. What’s different already for you?</p> <p><b>Coaching Session Agreement.</b><br/>Coach explored the desired outcome, as well as what needed to be addressed. The coach checked in near the end on where the client was now versus at beginning. (Managing Progress, Marker 1)<br/>So if you were to sift through all of the information and come out with a plan to implement some sort of program, create some sort of framework. What else would you need to have in order to feel that you had achieved what you wanted to achieve, or is that it?<br/>So it seems like we may need to address the looping in your head and how to maintain razor sharp focus. Is there anything else?<br/>So if you think about where we started today and where you are now.....</p> <p><b>Powerful Questioning.</b><br/>Coach asked a wide variety of questions based on what the client said, and what she was learning about the client. Most questions required deeper reflecting, about client Who/mindset. Some examples:<br/>So how do creative, fun and relaxing with it work for you in a schedule?<br/>So what foundation are you seeking to build?<br/>And how is overwhelm related to looping in your head?</p> |
| <p>Suggestions for Competency Development Upgrades</p> | <p><b>Trust and Intimacy.</b><br/>There was a pre-session with the client to go over process and coaching engagement. This is a first coaching session with a client, and you can feel there is a level of connection, yet it’s not deep at this stage. While this would meet ICF MCC credential, I generally don’t recommend submitting a first session for your ICF credential process. You can usually hear trust at a deeper level beyond the first session.</p> <p><b>Coaching Presence. Active Listening.</b><br/>While coach often allowed a lot of silence for client to further reflect, some coach spoke at same time as client, yet then stopped to allow client to speak.</p> <p><b>Direct Communication.</b><br/>Keep set up to a minimum. At times, coach included a lot of setup before asking her question such as:</p>   |

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|                                  | <p>So you mentioned so many wonderful qualities about “shiny,” and you mentioned tools that you know work. So there’s like fun, creative, full of energy, happy, positive, simple, knowing where your escape hatch is. So I’m wondering how you can apply some or all of that to your ability to make a schedule and stick to it?</p> <p>Coach asked a question, then didn’t wait for client to respond, “What might be a better question to have asked you there? I sense that didn’t quite land with you.” (then didn’t allow time for client to respond).</p> |
| Other observations and comments: |  |