



Name of Coach:	Carly Anderson	Name of Reviewer:	Carly Anderson, MCC
Name of Client &/or Recording Identifier	Rebecca 2	Length:	39 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	Please give examples that demonstrate specific evidence of Markers.
SETTING THE FOUNDATION		
Ethics and Standards		
Did you notice any ethical issues?		No
Competency: Creating the Coaching Agreement	6	
1. Coach helps the client identify, or reconfirm, what s/he wants to accomplish in the session.		<p>Would you like to talk about any of that, or is there something else that you feel would be supportive of you today?</p> <p>So I'm wondering for you to be even happier by the end of this session, what would we need to address?</p> <p>Coach inquired into client outcomes from her initially intake questionnaire.</p> <p>What else is out there for you that you want to bounce off?</p>

<p>2. Coach helps the client to define or reconfirm measures of success for what s/he wants to accomplish in the session.</p>		
<p>3. Coach explores what is important or meaningful to the client about what s/he wants to accomplish in the session.</p>		
<p>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.</p>		
<p>5. Coach continues conversation in direction of client's desired outcome unless client indicates otherwise.</p>		<p>Coach inquired into direction, and kept following where the client wanted to go, even though there wasn't a one clear outcome for the session.</p>
<p>CO-CREATING THE RELATIONSHIP</p>		
<p>Competency: Creating Trust and Intimacy</p>	<p>8</p>	
<p>1. Coach acknowledges and respects the client's work in the coaching process.</p>		<p>It sounds like some lightness has come to you. ...I'm so happy that you found something that resonated with you. You seem to have a really good job of coaching yourself. That's great. it just seems like you needed to get started. Well it seems like it's all making sense to you and it's serving you. That's all that matters. That's great, sounds like you've got what you need and that you're in progress and it's a matter of just following your plan. Well I can't think of a better person to do this than you. You're really clear, your energy is high.</p>

<p>2. Coach expresses support for the client.</p>		<p>...I'm so happy that you found something that resonated with you. You seem to have a really good job of coaching yourself. That's great. it just seems like you needed to get started.</p> <p>Isn't that wonderful when you see what's right in front of you. Well it seems like it's all making sense to you and it's serving you. That's all that matters.</p>
<p>3. Coach encourages and allows the client to fully express him/herself.</p>		<p>Yes, most often.</p> <p>Sometimes coach would speak at same time as client.</p>
<p>Competency: Coaching Presence</p>	<p>8</p>	
<p>1. Coach acts in response to both the whole person of the client and what the client wants to accomplish in the session.</p>		<p>So what would keep you integrous through the process of creating? And how does that fit with your creativity?</p> <p>So how do you recognized when nothing is working and you need an escape route?</p> <p>So what I heard you make is a really nice distinction between it's not your fault but it is your responsibility.</p>
<p>2. Coach is observant, empathetic, and responsive</p>		<p>So it seems like you've had some wonderful creativity, some wonderful connections you're making. You do sound clear.</p> <p>Isn't that wonderful when you see what's right in front of you. What I'm noticing is that there's some values that you're alluding to. I notice integrity...there's something about being integrous in the way you go about setting something up. Is that true for you?</p> <p>So what I heard you make is a really nice distinction between it's not your fault but it is your responsibility.</p>
<p>3. Coach notices and explores energy shifts in the client.</p>		
<p>4. Coach exhibits curiosity with the intent to learn more</p>		<p>It's been two weeks since we've spoken. How have you been?</p> <p>So how does one more step fit in for you?</p> <p>So what are you wanting to accomplish?</p>
<p>5. Coach partners with the client by supporting the client</p>		<p>Would you like to talk about any of that, or is there something else that you feel would be supportive of you today?</p>



to choose what happens in the session.		So I'm wondering for you to be even happier by the end of this session, what would we need to address?
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.		
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.		For the non-coaching session we've just had (laughter), what if anything, has become clearer for you today?
COMMUNICATING EFFECTIVELY		
Competency: Active Listening	8	
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 seems like you've had some wonderful creativity, some wonderful connections you're making. You do sound clear. What other way could you find out how to use other people's processes without infringing copyright? Well I'm just so impressed with the work you've done. There's a learner mentality inside of you that is so strong that has made all of these connections. So what I heard you make is a really nice distinction between it's not your fault but it is your responsibility.
2. Coach inquires about or explores the client's use of language.		What does martyr mean to you?
3. Coach inquires about or explores the client's emotions.		
4. Coach inquires about or		

explores the client's tone of voice, pace of speech or inflection as appropriate.		
5. Coach inquires about or explores the client's behaviors.		If it doesn't feel right for you to answer this, please say... I'm wondering to help keep you on the path. If you were to meet me for the first time and you be telling me I was in overwhelm and not getting anywhere. What have you learned that you might be able to impart as lessons learned to me? (Client: About?) Coach: That would help me not get into overwhelm.
6. Coach inquires about or explores how the client perceives his/her world.		So is there anything else this huge self-inflicted pressure that is still lingering? Is that true for you? Do you feel that you have what you need? What other way could you find out how to use other people's processes without infringing copyright? What I'm noticing is that there's some values that you're alluding to. I notice integrity...there's something about being integrous in the way you go about setting something up. Is that true for you? Where do you go instead?
7. Coach is quiet and gives client time to think.		Yes, most often. Sometimes coach would speak at same time as client.
Competency: Powerful Questioning	8	
1. Coach asks questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.		Is that true for you? Do you feel that you have what you need? What other way could you find out how to use other people's processes without infringing copyright? So how does that inform you, moving forward? What does martyr mean to you?
2. Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about himself/herself.		So what would keep you integrous through the process of creating? And how does that fit with your creativity? So how do you recognized when nothing is working and you need an escape route?
3. Coach's questions help the		

client explore beyond his/her current thinking to new or expanded ways of thinking about his/her situation.		
4. Coach's questions help the client explore beyond current thinking towards the outcome s/he desires.		
5. Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking and reflection by the client.		<p>Most often such as, "So how do you recognized when nothing is working and you need an escape route?"</p> <p>A few times, a bit more complicated such as, "If it doesn't feel right for you to answer this, please say... I'm wondering to help keep you on the path. If you were to meet me for the first time and you be telling me I was in overwhelm and not getting anywhere. What have you learned that you might be able to impart as lessons learned to me? (Client: About?) Coach: That would help me not get into overwhelm."</p>
6. Coach's questions use the client's language and elements of the client's learning style and frame of reference.		Yes
7. Coach's questions are not leading, i.e. do not contain a conclusion or direction.		Yes
Competency: Direct Communication	7	
1. Coach shares observations, intuitions, comments, thoughts and feelings to serve the client's learning or forward movement.		<p>And so your thought about reaching out to them and asking them seems sound to me. I don't know what other way you would do it. It was really sound, what you said.</p> <p>Well I'm just so impressed with the work you've done. There's a learner mentality inside of you that is so strong that has made all of these connections.</p> <p>So what I heard you make is a really nice distinction between it's not your fault but it is your responsibility.</p> <p>Well I can't think of a better person to do this than you. You're really clear, your energy is high.</p> <p>I hear you living according to your values and what is important.</p>

2. Coach shares observations, intuitions, comments, thoughts and feelings without any attachment to them being right.		
3. Coach uses the client's language or language that reflects the client's way of speaking.		Yes
4. Coach's language is generally clear and concise.		
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, most often. Sometimes coach would speak at same time as client.
FACILITATING LEARNING AND RESULTS		
Competency: Creating Awareness	7	
1. Coach invites client to state and/or explore his/her learning in the session about her/his situation (the what).		For the non-coaching session we've just had (laughter), what if anything, has become clearer for you today?
2. Coach invites client to state and/or explore his/her learning in the session about her-/himself (the who).		
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.		
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.		<p>So what would keep you integrous through the process of creating? And how does that fit with your creativity? So how does that inform you, moving forward? So how do you recognized when nothing is working and you need an escape route?</p>
Competency: Designing Actions, Planning And Goal Setting, And Managing Progress And Accountability	6	
1. Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.		
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.		So what is there if anything, that would support you to continue acting on your plan?
3. Coach invites or allows client to consider her/his path forward, including, as appropriate, support mechanisms, resources and potential barriers.		And who is in your team?and who else will be in your team?
4. Coach assists the client to design the best methods of accountability for her/himself.		
5. Coach partners with the client to close the session.		Is there anything else that would be supportive of you to say before we finish up?
6. Coach notices and reflects client's progress.		It's been two weeks since we've spoken. How have you been? It sounds like some lightness has come to you.
Overall score for MCC	7.2	Does not meet minimum average of 8.0 for MCC pass level

<p>Acknowledgements of areas of Competency Strength</p>	<p>Trust & Intimacy. Coach gave acknowledgement to the client throughout the session such as: It sounds like some lightness has come to you. ...I'm so happy that you found something that resonated with you. You seem to have a really good job of coaching yourself. That's great. it just seems like you needed to get started. Well it seems like it's all making sense to you and it's serving you. That's all that matters.</p> <p>Active Listening. Direct Communication. Coach made comments that were attentive to what client said, including: So what I heard you make is a really nice distinction between it's not your fault but it is your responsibility. Well I can't think of a better person to do this than you. You're really clear, your energy is high. I hear you living according to your values and what is important.</p> <p>Powerful Questioning. Coach asked questions that required deeper reflection by the client, such as: So what would keep you integrous through the process of creating? And how does that fit with your creativity? So how do you recognized when nothing is working and you need an escape route?</p>
<p>Suggestions for Competency Development Upgrades</p>	<p>Coaching Session Agreement. Coach inquired into direction of the coaching, and kept following where the client wanted to go, even though there wasn't a one clear outcome for the session. This would likely pass the ICF PCC credential exam because coach asked for client outcome, and partnered with client on direction.</p> <p>Direct Communication. Simplify. While intent may have been good, client didn't understand the question as it was a bit complicated: If it doesn't feel right for you to answer this, please say... I'm wondering to help keep you on the path. If you were to meet me for the first time and you be telling me I was in overwhelm and not getting anywhere. What have you learned that you might be able to impart as lessons learned to me? (Client: About?) Coach: That would help me not get into overwhelm.</p>
<p>Other observations and comments:</p>	

