



*Advancing the professionalism of coaching
through ICF core competency development*

Coaching Process for Volunteer Clients

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Thank you for considering participating in our mentoring program. This document is designed to help you gain clarity about the unique coaching engagement you will be part of. I want you to feel as fully informed as possible about the process, so you can have appropriate expectations for your participation. If you have any questions please email me carly@carlyanderson.com

What does The Mentor Coaching Group seek to accomplish?

Carly Anderson is a Master Certified Credentialed Coach (MCC) as designated by the International Coaching Federation (ICF <https://coachingfederation.org/>) and leads a Mentor Coaching Program which supports coaches to prepare for their first or next ICF coaching credential. Sometimes coaches already have an ICF credential, and are instead engaging in continuing to evolve their coaching skills and abilities, in service of continually “sharpening the saw” and being the best coach they can be to their clients.

You will be informed how many coaching sessions you have in the group setting, usually 3 consecutive coaching sessions. You will be coached by a different coach each session, however, sessions are cumulative, meaning that the next coach aims to act seamlessly as if they were the previous coach, to ensure continuity of your coaching experience from one session to the next.

This is a unique setting where our coaches are coaching in front of other coaches who are in the background. We therefore ask that you do not expect the environment to be the same as if you were having one-to-one coaching. There might be some performance anxiety present (by client or by coach) yet we hope within a few minutes of connecting, you will forget there are other coaches listening. However, it is a factor that can impact the quality of the coaching and your experience. After you leave the session, we debrief the coach’s coaching skills and engage in coaching skills development conversation for the coaches in the program.

There may be up to the same 10 coaches in the web conference, on mute and off camera. For those coaches not able to attend a session, each session is recorded so they can watch/listen later and participate in fieldwork and learning assignments. This is why you sign a release form, so you know that it is for the purpose of listening by coaches in this program.

Your Intake Questionnaire will be sent to all of the coaches in the program, so they have your information. I also let the first coach know any additional information I learned from the web conference you had with me (Carly).

During your first (or a subsequent) coaching session, your coach may ask you about what you've written in your intake questionnaire and support you to further clarify your desired outcome for the 3 sessions. Then the coach will coach you around something specific that you want to get out of the session. You will have written your important outcomes for coaching in the questionnaire, so you get to choose which one of them to focus on each session.

Near the end of the session, the coach will ask about your progress made in the session toward your desired outcome, as well as inquire about learning gained. They will likely clarify or inquire about actions you want to engage with between coaching sessions. In session 2 and session 3, the coach may ask you about your experience engaging with your fieldwork and if there is anything you'd like to share about your learning. Or instead you can choose to move directly to defining an outcome you'd like for this session.

Given two weeks has usually passed since the last coaching session, you may have moved forward and beyond the fieldwork you engaged with after the last session, therefore don't feel that you need to "report" to the coach what you've done.

What is Coaching?

The ICF definition of coaching is, *"Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential."*

We further define coaching as a process of supporting a client with forward movement, to take them from where they are now (current), to where they want to be (future), and to help remove any obstacles to getting there (in the gap).

Therefore, a coach may work with you on a) clarifying your vision or desired outcome, b) determining where you are now in relation to your vision/desired outcome, and c) helping you to become aware of mindset and emotional (internal) considerations which will then support you to determine (external) ways to move forward with more clarity. This may include further reflection on actions, strategies and timelines to close the gap between your current state and future desired state.

Clients most often have a lot of self-knowledge they're unaware of, maybe because they haven't had a listening space and professional such as a coach who can clarify, inquire, ask questions and offer observations, which support a client to gain more conscious access to their self-knowledge, perhaps they didn't even know they had. We often expect others to give us tips, tools, strategies and advice. Clients often discover they knew more than they thought they did, and through the presence and skills of a Professional Coach, gain clarity, including what how to move forward. There is power in speaking aloud and being heard, and given space to reflect and explore.

Distinctions between therapy, mentoring, consulting, teaching and parenting

Essentially, Professional Coaching works from where you are now (present) to where you want to be (future) while honoring that there are things you know about yourself (from the past or in the present) that might be useful to consider.

Therapy can be defined as seeking to bring resolution to our history, usually our childhood experiences, but not always. There are adult traumatic events too. Therapy seeks to resolve the past, or to come to resolution about "why I am the way I am." Counselling is similar, and can include support for processing grief, or life circumstances, which are a natural part of being a human.

Mentoring is defined by the characteristic of, "I've been in your shoes, and here's what I learned that worked or didn't work." There is an imparting of knowledge from personal experience.

Consulting is where a person has a system or way of doing things that they feel is the best or right way. Consultants often impose a process on a client, and expect that process to be implemented, as they instruct.

Teaching is where the person imparts theory or knowledge to the client and often has a "right" answer.

Parenting. There are different parenting beliefs and styles, with a common theme being there is direct authority by an adult to influence and tell a child what to do or not do.

Therapy, mentoring, consulting, teaching and parenting all have a hierarchical approach, where the person holds knowledge or power over a person.

Coaching is the only approach that believes in drawing out the self-knowledge and wisdom of the client first and foremost, instead of telling the client what to do.

Coaching the Who versus coaching the What

We all have “problems” we want to solve and coaching is a good place to explore those. Problems could include resolving something we no longer want or enjoy and how to move on. Problems could also be opportunities we haven’t yet acted upon, had time to consider, and want to explore.

There is a lot of power in having a listening space where we can speak aloud what we are thinking, feeling and experiencing. This listening space can sometimes feel the coach is being psychoanalytical. Our perspective is each person is a whole human being, who has thoughts, emotions, feelings, strengths, a hierarchy of values, needs, wants, beliefs, and world views. Inquiring about, noticing or drawing out this self-knowledge is what we call coaching the “Who” of the client.

We all experience emotions, and how we feel often determines what we do or don’t do, and how we act, behave toward, or treat others. Who we are (or who we think we are) informs what we make important, and what actions we may act on or not act on. Coaching the Who versus coaching the What is a big theme in my approach. So the coach is likely to ask questions that draw out more about how you think, feel, and act. They might ask you about past or present experiences (either good or bad) and what you learned that you can apply to your current situation.

You as the coaching client, have a choice every single time, of how you respond, and what you may want to decline exploring.

Accessing self-knowledge

Oftentimes, we compartmentalize ourselves in to work context versus the rest of our life. As coaches, we are seeking to connect you to the whole of you, because your beliefs are your beliefs, your values are your values, no matter in work or personal life. What may differ is your expression of those beliefs, values, etc. in different environments.

Even if you are seeking coaching for a work challenge, the coach may ask about knowledge of yourself in your personal life. You can consider if there might be application that can be applied. For example, if the client says they are a devoted father to his two children, the coach might ask, “What approach do you take with your children that brings out their best behavior?” The coach allows the client to speak and articulate their self-knowledge and then might follow up by asking, “Of what you just shared, what might be applicable to the work situation you are facing with your team?”

A driving factor in our actions are the emotions we are experiencing, which could be obvious or below the surface. The coach may inquire about emotions to help the client to discover what may support them in taking action, or stop them from taking action. If you are feeling excited about doing something, you will engage differently than if you are feeling resentment or anger about a situation or person.

During the coaching session, the coach may notice and inquire about a shift in your energy, emotions, or tone of voice. This is all part of coaching the Who of the client and is intended to give you conscious access to greater levels of self-knowledge, so you can then determine what needs to be addressed in order to achieve the success you are seeking.

Connecting to your self-knowledge and finding your own answers

As coaches we refrain from giving advice or tips on what to do. Our role is to support you to connect to your self-knowledge. There are often many ways to accomplish something, and generally your way is going to be more motivating than what someone else does.

The coach may offer observations or comments about what we are noticing, including what might be missing, which is different than giving advice or tips. There may be additional resources that could support you, yet it will be up to the client as to what supports them. Too much information and additional resources, can be counterproductive and keep a client “stuck” in data. Versus what the client uncovers within a coaching session that yields clarity about how to proceed and makes most sense to the client.

The client is responsible for taking notes in the session

While a coach may make some notes during the session to be able to recall specific things the client shared (including their specific desired session outcome). In order to keep the client responsible for their learning, we do not send notes to the client as that would be a consulting



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role. We trust you to take notes that are meaningful to you, not notes that were meaningful to the coach.

For that reason, we ask that you take notes in whatever form feels best for you (writing, drawing, etc.), including notes of any actions or commitments you decide on between coaching sessions. The coach may ask you during the session if you'd like to capture anything you've said, and you can do that however feels best for you.

I hope this gives you a good picture of the coaching process. If you have any questions about anything written in this document, please email me:

Warmest regards,

Carly Anderson

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