

Name of Coach:	Jane Maxwell	Name of Reviewer:	Carly Anderson
Name of Client &/or Recording Identifier	James #2 (54 minutes)	Date of Review:	November 1, 2018

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.
Which of these characteristics were consistently demonstrated by the coach throughout the coaching session? Optional: You can highlight with yellow those consistently demonstrated, and/or make comments next to the characteristics.		10 Characteristics of MCC skill level: Connection Presence Partnering Spaciousness Emotional Content, the Light and the Shadow Simplicity Ignore Nothing Trust Vulnerability Expanded Learning
SETTING THE FOUNDATION		
Ethics and Standards		
Did you notice any ethical issues?		No
Competency: Creating the Coaching Agreement	7	
1. Coach helps the client		JM- I love hearing that you're taking it into the singing and a great

<p>identify, or reconfirm, what s/he wants to accomplish in the session.</p>		<p>outlet for you and place to explore. It feels like you've made some really important discoveries here John. Based on that, what do you want to walk away with today? (15:00)</p> <p>Client: J- ahhh, good question. I think what I want to walk away with is, a willingness to have more courage, I think that's what it is. It's to really...walk away from our conversation together with a sense of courage that's available to me and some clearly defined next steps to stay accountable.</p> <p>JM- Yeah...yeah. So I'm hearing courage. I'm hearing confidence. I'm hearing claiming your talents as strengths. Is there anything else? JM- so that's what we're aiming for here. Ok where do you want to start?</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 followed the client as client didn't want to really clarify a session outcome. Coach checked in 44:18 JM- uh huh. So I know we're at a good point to check in and see if you're getting what you need from the conversation. Are we going in the direction you want to go?</p> <p>JM I love that. Okay so I know at the beginning you had mentioned some powerful things you were aiming at in terms of purpose, light, energized, hopeful, inspired, and I'm wondering how close we got to that?</p>

CO-CREATING THE RELATIONSHIP		
Competency: Creating Trust and Intimacy	9	
1. Coach acknowledges and respects the client's work in the coaching process.		<p>JM- Yeah that feels like a really meaningful discovery and it's definitely a place where we can go if you want to take that deeper and I know you said there were a couple of things...</p> <p>JM- Yeah that feels really encouraging and I'm wondering what that's done for you in terms of your organizational challenges?</p> <p>JM- I love hearing that you're taking it into the singing and a great outlet for you and place to explore. It feels like you've made some really important discoveries here John. Based on that, what do you want to walk away with today? (15:00)</p> <p>JM- that sounds very confident.</p> <p>JM- what a great insight!</p>
2. Coach expresses support for the client.		<p>JM- mm hm. Yeah it's really insightful and really hopeful. I'm interesting in knowing what kind of emotion you're experiencing as you're stepping in and leaning into that?</p> <p>JM- Gosh I'm hearing some really good claiming there of your strengths and how you lead with those strengths. What are you feeling when you put that out there?</p> <p>JM- Yeah you said it well that strength and go hand in hand.</p>
3. Coach encourages and allows the client to fully express him/herself.		Yes
Competency: Coaching Presence	8	
1. Coach acts in response to both the whole person of the		JM- yeah and it feels like you are on the other side. So when I ask you what you were experiencing and you said fear there was so much

<p>client and what the client wants to accomplish in the session.</p>	<p>laughter there and then quickly you said excitement, so are those two kind of coming closer together?</p> <p>JM- John what's the relationship between this courage and getting rid of that "not ready yet voice" and what you shared earlier about the discomfort with having no piles in front of you?</p> <p>JM- you know I think we talked before about how the strengths you know don't just sit in one domain they can jump over the walls. And so you mentioned things like strategic, connectedness, communication, belief, achiever. I'm wondering when you think about how you influence; which of those themes are jumping over the wall into that domain of influence?</p> <p>JM- it goes back to that playfulness we talk about a lot.</p>
<p>2. Coach is observant, empathetic, and responsive</p>	<p>JM- mm hm. Yeah it's really insightful and really hopeful. I'm interesting in knowing what kind of emotion you're experiencing as you're stepping in and leaning into that?</p> <p>JM- Yeah...yeah. So I'm hearing courage. I'm hearing confidence. I'm hearing claiming your talents as strengths. Is there anything else?</p> <p>JM- how do you want to lean into them?</p> <p>JM- that sounds very confident.</p> <p>JM- you know when you throw those words out there, the strengthsfinder words, they don't feel as powerful to me as when you use your own words.</p> <p>JM- John when I hear that, I'm thinking about what you shared before about the fear plus the excitement; you know when you lean in and have that courage to do something that maybe you're not feeling ready for, its similar to what he shared with you.</p> <p>JM- it goes back to that playfulness we talk about a lot.</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>JM- ok excellent, so I'm just going to jump in and ask if there is anything you'd like to share since our last call?</p> <p>JM- what do you think that is?</p> <p>JM- John what's the relationship between this courage and getting rid of that "not ready yet voice" and what you shared earlier about the</p>

		<p>discomfort with having no piles in front of you?</p> <p>JM-how does that feel when you say that?</p> <p>JM- what are the strengths that are shining in those situations?</p>
5. Coach partners with the client by supporting the client to choose what happens in the session.		<p>JM- Yeah that feels like a really meaningful discovery and it's definitely a place where we can go if you want to take that deeper and I know you said there were a couple of things...</p> <p>JM- so that's what we're aiming for here. Ok where do you want to start?</p>
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.		J- what are you discovering about yourself so far in this conversation?
COMMUNICATING EFFECTIVELY		
Competency: Active Listening	9	
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.		<p>JM- Yeah that feels really encouraging and I'm wondering what that's done for you in terms of your organizational challenges?</p> <p>JM- John what's the relationship between this courage and getting rid of that "not ready yet voice" and what you shared earlier about the discomfort with having no piles in front of you?</p> <p>JM- Yeah...yeah. So I'm hearing courage. I'm hearing confidence. I'm hearing claiming your talents as strengths. Is there anything else?</p>

		JM- you know when you throw those words out there, the strengthsfinder words, they don't feel as powerful to me as when you use your own words.
2. Coach inquires about or explores the client's use of language.		JM- what does leadership mean to you John? When you say leadership?
3. Coach inquires about or explores the client's emotions.		<p>JM- mm hm. Yeah it's really insightful and really hopeful. I'm interesting in knowing what kind of emotion you're experiencing as you're stepping in and leaning into that?</p> <p>JM- yeah and it feels like you are on the other side. So when I ask you what you were experiencing and you said fear there was so much laughter there and then quickly you said excitement, so are those two kind of coming closer together?</p> <p>JM-how does that feel when you say that?</p> <p>JM- Gosh I'm hearing some really good claiming there of your strengths and how you lead with those strengths. What are you feeling when you put that out there?</p>
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.		JM- how do you want to lean into them?
6. Coach inquires about or explores how the client perceives his/her world.		<p>JM- what do you think that is?</p> <p>JM- you know I think we talked before about how the strengths you know don't just sit in one domain they can jump over the walls. And so you mentioned things like strategic, connectedness, communication, belief, achiever. I'm wondering when you think about how you influence; which of those themes are jumping over the wall into that domain of influence?</p>
7. Coach is quiet and gives client time to think.		Yes
Competency: Powerful Questioning	9	

<p>1. Coach asks questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.</p>	<p>JM- what do you think that is? JM- yeah and it feels like you are on the other side. So when I ask you what you were experiencing and you said fear there was so much laughter there and then quickly you said excitement, so are those two kind of coming closer together? JM- what are the strengths that are shining in those situations?</p>
<p>2. Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about himself/herself.</p>	<p>JM- John what's the relationship between this courage and getting rid of that "not ready yet voice" and what you shared earlier about the discomfort with having no piles in front of you? JM- K. what will it feel like to get those? JM- how do you want to lean into them? JM- you know I think we talked before about how the strengths you know don't just sit in one domain they can jump over the walls. And so you mentioned things like strategic, connectedness, communication, belief, achiever. I'm wondering when you think about how you influence; which of those themes are jumping over the wall into that domain of influence? JM- I really hear that relator and I'm also hear that you're so good at noticing others strengths and talents. And I wonder what someone would say about you if they joined you at the lunch table...what would they see as your strengths, do you think?</p>
<p>3. Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about his/her situation.</p>	
<p>4. Coach's questions help the client explore beyond current thinking towards the outcome s/he desires.</p>	<p>JM- You know you talked about kind of leading in a way that feels natural for you. But also leading in a way that validates you as a leader. What is it that you feel would achieve that? Can you name that?</p>
<p>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>	<p>Yes</p>
<p>6. Coach's questions use the client's language and elements of the client's</p>	<p>Yes</p>

learning style and frame of reference.		
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>JM- Yeah...yeah. So I'm hearing courage. I'm hearing confidence. I'm hearing claiming your talents as strengths. Is there anything else?</p> <p>JM- that sounds very confident.</p> <p>JM- you know when you throw those words out there, the strengthsfinder words, they don't feel as powerful to me as when you use your own words.</p> <p>JM- John when I hear that, I'm thinking about what you shared before about the fear plus the excitement; you know when you lean in and have that courage to do something that maybe you're not feeling ready for, its similar to what he shared with you.</p> <p>JM- Yeah I think those are two very good forward steps, um. On the second one...the first one one when I hear you talk about there there is a little giggle almost there and excitement. I didn't hear that as much with the second one. Where is the giggle with the second one?</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.		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		<p>Yes</p> <p>JM – how does that feel (interrupts) sorry go ahead...</p>

stated coaching purpose to do so.		
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).		
2. Coach invites client to state and/or explore his/her learning in the session about her-/himself (the who).		J- what are you discovering about yourself so far in this conversation?
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>JM- John what's the relationship between this courage and getting rid of that "not ready yet voice" and what you shared earlier about the discomfort with having no piles in front of you?</p> <p>JM- You know you talked about kind of leading in a way that feels natural for you. But also leading in a way that validates you as a leader. What is it that you feel would achieve that? Can you name that?</p> <p>JM- I really hear that relator and I'm also hear that you're so good at noticing others strengths and talents. And I wonder what someone would say about you if they joined you at the lunch table...what would they see as your strengths, do you think?</p> <p>JM- you know when you throw those words out there, the strengthsfinder words, they don't feel as powerful to me as when you</p>

		<p>use your own words.</p> <p>JM- Yeah I think those are two very good forward steps, um. On the second one...the first one one when I hear you talk about there there is a little giggle almost there and excitement. I didn't hear that as much with the second one. Where is the giggle with the second one?</p>
<p>Competency: Designing Actions, Planning And Goal Setting, And Managing Progress And Accountability</p>	<p>8</p>	
<p>1. Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.</p>		<p>44:18 JM- uh huh. So I know we're at a good point to check in and see if you're getting what you need from the conversation. Are we going in the direction you want to go?</p> <p>JM I love that. Okay so I know at the beginning you had mentioned some powerful things you were aiming at in terms of purpose, light, energized, hopeful, inspired, and I'm wondering how close we got to that?</p>
<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>JM- Well that's one thing you said that you wanted to get from this conversation is some next steps; is anything coming to mind?</p> <p>JM- Yeah I think those are two very good forward steps, um. On the second one...the first one one when I hear you talk about there there is a little giggle almost there and excitement. I didn't hear that as much with the second one. Where is the giggle with the second one?</p> <p>JM- do you have someone in mind as you're thinking about this note you're going to write?</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>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>JM- thank you for me too. Is there anything you want to say to end the session, anything important?</p>

6. Coach notices and reflects client's progress.		
Overall score for MCC	8.0	

<p>Acknowledgements of areas of Competency Strength</p>	<p>You demonstrated some good coaching skills! Here are a few examples:</p> <p>Trust & Intimacy. You demonstrated time and again acknowledging and supportive comments. Refer to marker 1, 2 for more: JM- Yeah that feels really encouraging and I'm wondering what that's done for you in terms of your organizational challenges? JM- that sounds very confident. JM- what a great insight!</p> <p>Coaching Presence. You demonstrated being present and observant such as: JM- Yeah...yeah. So I'm hearing courage. I'm hearing confidence. I'm hearing claiming your talents as strengths. Is there anything else? JM- how do you want to lean into them? JM- that sounds very confident. JM- you know when you throw those words out there, the strengthsfinder words, they don't feel as powerful to me as when you use your own words.</p>
<p>Suggestions for Competency Development Upgrades</p>	<p>Coaching Presence (Partnering). Partner more on process, inviting client to choose where to go next, or how to begin exploring. You did this once when you said, "Where do you want to start?" When checking in during the session is another good time to do this. E.g. Where do you want to go now? Except sometimes you explore learning and actions, and it organically goes in that direction. So listen to what feels 'right' to go with – learning, actions and then perhaps, if still appropriate, where to explore now.</p> <p>Direct Communication. Partner more when you offer comments or observations (e.g.share then ask.... How does that resonate with you?)</p>
<p>Other observations and comments:</p>	