



<b>Name of Coach:</b>	Jack Latte	<b>Name of Reviewer:</b>	Write your name here
<b>Name of Client &amp;/or Recording Identifier</b>	Claire (32 minutes)	<b>Date of Review:</b>	Write date here

**Important Note:** The scoring outlined in this form are the opinions of **Carly Anderson, MCC** based on years of experience of assessing for the ICF and other coach training organizations and our 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 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.

<b>PCC Markers</b>	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>	
1. Coach helps the client identify, or reconfirm, what s/he wants to accomplish in the session.	So if we could use this next 30 minutes to make it as meaningful as possible for you what would you like to walk away with?
2. Coach helps the client to define or reconfirm measures of success for what s/he wants to accomplish in the session.	When you think about a plan...what would need to be involved so you would know our time was valuable?  So if we could do some work with both of those possibilities, to get to a plan would that be valuable to you?
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.	
5. Coach continues conversation in direction of client's desired outcome unless client indicates otherwise.	Yes
<b>CO-CREATING THE RELATIONSHIP</b>	
<b>Competency: Creating Trust and Intimacy</b>	
1. Coach acknowledges and respects the client's work in the coaching process.	Okay, that sounded confident (near end of session).
2. Coach expresses support for the client.	
3. Coach encourages and allows the client to fully express him/herself.	Most often.
<b>Competency: Coaching Presence</b>	
1. Coach acts in response to both the whole person of the client and what the client wants to accomplish in the session.	...really interesting, a little bit of freedom and I heard when talking about your website freedom...
2. Coach is observant, empathetic, and responsive	Might have been more observant around emotions present, as client came to the call distracted/not present, then shifted as the session progressed.
3. Coach notices and explores energy shifts in the client.	
4. Coach exhibits curiosity with the intent to learn more	Even just listening to you now I sense a struggle a lot of different paths and up in the air. What specifically are those things? I'm curious if you have that going down the job path as well....?
5. Coach partners with the client by supporting the client to choose what happens in the session.	Was there anything you wanted to know before we get started, or shall we just dive in?  You mentioned a job, and website, which feels right in terms of exploring first?
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.	
<b>COMMUNICATING EFFECTIVELY</b>	
<b>Competency: Active Listening</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.	<p>Yes. What is it about a paycheck that is particularly important to you?</p> <p>Even just listening, I sense a struggle, lots of different paths and lots of things in the air...</p> <p>That's interesting when you say that – freedom – and you said freedom earlier when talking about.....</p>
2. Coach inquires about or explores the client's use of language.	
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.	And do you feel like if you had more time...is this a time management issue do you feel? (could have asked as an open-ended question).
6. Coach inquires about or explores how the client perceives his/her world.	<p>I'm wondering how much freedom is getting to play in your life at the moment?</p> <p>What is it about a paycheck that is particularly important?</p>
7. Coach is quiet and gives client time to think.	Yes

<b>Competency: Powerful Questioning</b>	
1. Coach asks questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.	And are you feeling stuck which direction to put your energy into? What is it about a job that excites you? Less talented in or less interested in? ....weighing it up.... What would I be hearing if I was listening in...? Does that to-do list excite you? (good use of a closed-ended question). How has that been for you feeling overwhelmed and having to make these big decisions?
2. Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about himself/herself.	
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 does it look like right now versus what you want it to look like....? What's the shift?
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.	At times, you stacked more than one question, or asked a closed-ended question when exploring with the client (where open-ended questions are more useful).
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.	While some were closed-ended questions, most were asked with curious tone. A few were leading such as: Are you saying two columns...job vs website or are you choosing one?
<b>Competency: Direct Communication</b>	
1. Coach shares observations, intuitions, comments, thoughts and feelings to serve the client's learning or forward movement.	Freedom is really, really important to you. I get the sense there's almost a weightiness to that, if you're not involved in all of those things that aren't getting done and that is pulling away from the freedom... That's a lot of goals and things to check off and a long to do list either way.

2. Coach shares observations, intuitions, comments, thoughts and feelings without any attachment to them being right.	There was a sense in the tone of offering, although not direct invitation given for the client to consider (e.g. How does that sound to you, or is it something else for you?)
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, most often. Sometimes a bit complicated in speaking, or stacking of questions.
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.	Mostly. Sometimes interrupted or cut client short, indicating coach is ahead of the client instead of being fully present in the moment.
<b>FACILITATING LEARNING AND RESULTS</b>	
<b>Competency: Creating Awareness</b>	
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).	
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.	Where are you at right now and has anything come up for you?
5. Coach's questions, intuitions and observations have the potential to create new learning for the client.	I'm wondering how much freedom is getting to play in your life at the moment? What was that like to say it out loud...?



<b>Competency: Designing Actions, Planning And Goal Setting, And Managing Progress And Accountability</b>	
1. Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.	I want to check in with you – where are we – has anything come up for you?  Where are you emotionally now, overwhelm, task you’ve set for yourself, what would you call your experience now?
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 you talked about wanting to make a plan. How would you go about that? Where would you start?
3. Coach invites or allows client to consider her/his path forward, including, as appropriate, support mechanisms, resources and potential barriers.	Are there any specific barriers between, like....i sense such a struggle with both of them and a lot of walls, and same with the website. What are those walls? ... When you think about doing that exercise 1-10 how realistic you’ll actually do it
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.	Does this feel like a good stopping point or is there something nagging that would get in your way?
6. Coach notices and reflects client’s progress.	

Acknowledgements of areas of Competency Strength	Overall, you did a great job, coaching on the phone when you do in-person coaching. Well done!  <b>Direct Communication.</b> You naturally and freely shared comments such as: Freedom is really, really important to you. I get the sense there’s almost a weightiness to that, if you’re not involved in all of those things that aren’t getting done and that is pulling away from the freedom...
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	<p>You established a focus for the session, then started coaching. You lightly checked in during the session, “Where are you at right now and has anything come up for you?” then you checked at the end, “Where are you emotionally now, overwhelm, task you’ve set for yourself, what would you call your experience now?”</p>
<p>Suggestions for Competency Development Upgrades</p>	<p><b>Coaching Presence. Active Listening.</b> Sometimes you interrupted or spoke over the client, indicating you were ahead of the client, instead of staying present in the moment. Slow down. Allow more spaciousness and silence.</p> <p><b>Powerful Questioning.</b> Sometimes you asked more than one question at a time (stacking questions). Example, “When you’re in this place with so many to-do lists...how does that feel for you? What are you experiencing right now?” Trust your first question and then be silent?</p> <p>At times, you made good use of a closed-ended question to clarify and bottom-line (e.g. “Does that to-do list excite you?” And “Less talented in or less interested in?”). Other times, you might have changed to asking an open-ended question. (e.g. you asked, “And are you feeling stuck which direction to put your energy into?” This wasn’t a ‘bad’ question, yet an open ended question would allow the client to explore. e.g. “I sense some stuck energy. How would you describe how you’re feeling?”)</p>
<p>Other observations and comments:</p>	