



<b>Name of Coach:</b>	Leena	<b>Name of Reviewer:</b>	Carly Anderson
<b>Name of Client &amp;/or Recording Identifier</b>	Kim (33 minutes)	<b>Date of Review:</b>	May 2019

**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.

Please note that evidence given by me is not exhaustive per marker/competency...which might mean this form is 2+ times longer than it is.

<b>PCC Markers</b>	<b>Please give examples that demonstrate specific evidence of Markers.</b>
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 by Carly Anderson Connection Presence Partnering Spaciousness Emotional Content, the Light and the Shadow Simplicity Ignore Nothing Trust Vulnerability Expanded Learning
<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.	1:54 Okay, so we have 40 minutes starting now. And if we were going to focus on today's session, where would you like to start exploring? 2:44 Okay. Uhm. How would you like this situation to be?

	<p>3:31 Hmm hmm. So I just want to check in if I'm hearing you clearly. You want to focus on getting the things that you're putting off, the procrastination, being lazy, getting things done, is that what I'm hearing?</p> <p>4:22 What would you like to have at the end of the session that you don't have now?</p> <p>4:56 Okay. And on a scale of, let's say, 1-10, where do you think you are now in terms of this topic?</p> <p>5:15 So where would you like to be in terms of productivity?</p>
2. Coach helps the client to define or reconfirm measures of success for what s/he wants to accomplish in the session.	5:55 Hmmm. So what I'm hearing is you are currently at a 3 in terms of productivity and you'd like to be at an 8.
3. Coach explores what is important or meaningful to the client about what s/he wants to accomplish in the session.	6:57 What will be different if you achieve this goal for today?
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>6:06 Okay. So what is missing?</p> <p>8:27 What do you feel is in the way, to get things done?</p>
5. Coach continues conversation in direction of client's desired outcome unless client indicates otherwise.	<p>Yes</p> <p>15:23 Hmm hmm. So I'd like to check in. I asked you earlier on what would you like to have at the end of this session today. Do you feel the conversation is going towards with helping you get results?</p> <p>29:23 So at the beginning, I asked you what would you like to have at the end of the session that you didn't have at the beginning. And you said, "I would want to have the motivation and to stop procrastination."</p> <p>31:33 Okay. And do you feel that you have everything that you need from today's session?</p>
<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.	<p>27:18 So I hear a lot of clarity coming from you.</p> <p>32:06 Yeah, I hear that excitement in your voice.</p> <p>33:17 Well, it sounds like you're ready to take off, get things</p>

	going, take some action. So I'm going to let you go and do that.
2. Coach expresses support for the client.	<p>17:38 What I'm hearing is that you're having a relaxed life right now.</p> <p>27:18 So I hear a lot of clarity coming from you.</p> <p>32:06 Yeah, I hear that excitement in your voice.</p> <p>33:13 That sounds good.</p> <p>33:17 Well, it sounds like you're ready to take off, get things going, take some action. So I'm going to let you go and do that.</p> <p>33:34 Thank you. Thank you for making time for yourself and being available.</p>
3. Coach encourages and allows the client to fully express him/herself.	Yes
<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.	<p>7:56 And what happens if you did get up and work on it?</p> <p>9:38 Yeah. So how would it feel. How would you feel if you did get things done?</p> <p>10:24 And feeling good, what will that allow you to do?</p> <p>14:21 Hmm hmm. And the feel good vibes that come with getting things done. How is this going to help you get results for your goal?</p> <p>16:17 Okay. So for exploring where you want to be and where you are at the moment and just looking at options, what could you do if you didn't have procrastination?</p> <p>19:45 Hmmm. And if you had the option to instantly act, what would you feel about yourself?</p> <p>28:09 And just checking in again. How are you different than when we first started this session?</p>
2. Coach is observant, empathetic, and responsive	<p>1:22 Okay. And how has that been working for you?</p> <p>9:27 [crosstalk] Yeah. And when you said, yeah. When you say the word, I'll be "done", your voice is just really firm.</p> <p>11:01 What does productivity mean to you?</p> <p>17:38 What I'm hearing is that you're having a relaxed life right now.</p> <p>20:40 So I'm just hearing two things right now. I'm hearing, "I really want to be productive and get started and get my company going." At the same time, I'm hearing, "I still want to enjoy the time that I have off now until I get my company started in October."</p>

	<p>22:56 And when you said, "Don't enjoy this too much." What's behind that?</p> <p>27:18 So I hear a lot of clarity coming from you.</p> <p>32:06 Yeah, I hear that excitement in your voice.</p>
3. Coach notices and explores energy shifts in the client.	
4. Coach exhibits curiosity with the intent to learn more	<p>00:33 Cool. So I just want to check in from last time. What has been working for you? What have you done since last time?</p> <p>6:06 Okay. So what is missing?</p> <p>12:12 And when you need to focus, what does that mean?</p> <p>12:25 Hmm hmm. And what's happening right now that tells you this is important to you?</p> <p>18:21 Hmm. What would be different in three months?</p> <p>24:32 Hmmm. And what would it take to get the ball moving?</p>
5. Coach partners with the client by supporting the client to choose what happens in the session.	<p>00:22 You're all here, so you're in a place where you can go through all of what you want to go through today?</p> <p>3:31 Hmm hmm. So I just want to check in if I'm hearing you clearly. You want to focus on getting the things that you're putting off, the procrastination, being lazy, getting things done, is that what I'm hearing?</p> <p>32:12 Well, before we hang up, is there anything else that you want to share or consider or?</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.	<p>21:54 And for me, the word "freedom" is just coming up. Does that mean anything to you?</p>
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.	<p>28:09 And just checking in again. How are you different than when we first started this session?</p> <p>30:49 Okay. And I'm just looking at time. I know we still have ten minutes, and do you feel you have gained value from the session today? I hear that you said "clarity." Is there any other value that you have gained?</p>
<b>COMMUNICATING EFFECTIVELY</b>	

<b>Competency: Active Listening</b>	
<p>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>	<p>3:31 Hmm hmm. So I just want to check in if I'm hearing you clearly. You want to focus on getting the things that you're putting off, the procrastination, being lazy, getting things done, is that what I'm hearing?            9:27 [crosstalk] Yeah. And when you said, yeah. When you say the word, I'll be "done", your voice is just really firm.            11:32 And what have you attempted to do so far to transform this situation?            13:39 And when you say, "I need to work on my life," and getting things done in an hour.            17:38 What I'm hearing is that you're having a relaxed life right now.            20:40 So I'm just hearing two things right now. I'm hearing, "I really want to be productive and get started and get my company going." At the same time, I'm hearing, "I still want to enjoy the time that I have off now until I get my company started in October."            27:18 So I hear a lot of clarity coming from you.            32:06 Yeah, I hear that excitement in your voice.</p>
<p>2. Coach inquires about or explores the client's use of language.</p>	<p>11:01 What does productivity mean to you?            12:12 And when you need to focus, what does that mean?</p>
<p>3. Coach inquires about or explores the client's emotions.</p>	<p>9:38 Yeah. So how would it feel. How would you feel if you did get things done?            19:45 Hmm. And if you had the option to instantly act, what would you feel about yourself?</p>
<p>4. Coach inquires about or explores the client's tone of voice, pace of speech or inflection as appropriate.</p>	
<p>5. Coach inquires about or explores the client's behaviors.</p>	<p>7:56 And what happens if you did get up and work on it?            10:24 And feeling good, what will that allow you to do?            16:17 Okay. So for exploring where you want to be and where you are at the moment and just looking at options, what could you do if you didn't have procrastination?</p>
<p>6. Coach inquires about or explores how the client perceives his/her world.</p>	<p>4:56 Okay. And on a scale of, let's say, 1-10, where do you think you are now in terms of this topic?            5:15 So where would you like to be in terms of productivity?</p>

	<p>6:06 Okay. So what is missing?          14:21 Hmm hmm. And the feel good vibes that come with getting things done. How is this going to help you get results for your goal?          22:56 And when you said, "Don't enjoy this too much." What's behind that?          24:32 Hmmm. And what would it take to get the ball moving?</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.	<p>6:06 Okay. So what is missing?          6:57 What will be different if you achieve this goal for today?          11:01 What does productivity mean to you?          12:12 And when you need to focus, what does that mean?          12:25 Hmm hmm. And what's happening right now that tells you this is important to you?          24:32 Hmmm. And what would it take to get the ball moving?</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>7:56 And what happens if you did get up and work on it?          8:27 What do you feel is in the way, to get things done?          9:38 Yeah. So how would it feel. How would you feel if you did get things done?          10:24 And feeling good, what will that allow you to do?          14:21 Hmm hmm. And the feel good vibes that come with getting things done. How is this going to help you get results for your goal?          16:17 Okay. So for exploring where you want to be and where you are at the moment and just looking at options, what could you do if you didn't have procrastination?          19:45 Hmmm. And if you had the option to instantly act, what would you feel about yourself?          22:56 And when you said, "Don't enjoy this too much." What's behind that?          28:09 And just checking in again. How are you different than when we first started this session?</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>2:44 Okay. Uhm. How would you like this situation to be?          11:32 And what have you attempted to do so far to transform this situation?          18:21 Hmm. What would be different in three months?</p>

4. Coach's questions help the client explore beyond current thinking towards the outcome s/he desires.	14:21 Hmm hmm. And the feel good vibes that come with getting things done. How is this going to help you get results for your goal? 17:24 What do you see in three months' time? Where do you see yourself?
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.	
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
<b>Competency: Direct Communication</b>	
1. Coach shares observations, intuitions, comments, thoughts and feelings to serve the client's learning or forward movement.	9:27 [crosstalk] Yeah. And when you said, yeah. When you say the word, I'll be "done", your voice is just really firm. 17:38 What I'm hearing is that you're having a relaxed life right now. 20:40 So I'm just hearing two things right now. I'm hearing, "I really want to be productive and get started and get my company going." At the same time, I'm hearing, "I still want to enjoy the time that I have off now until I get my company started in October." 27:18 So I hear a lot of clarity coming from you. 32:06 Yeah, I hear that excitement in your voice.
2. Coach shares observations, intuitions, comments, thoughts and feelings without any attachment to them being right.	21:54 And for me, the word "freedom" is just coming up. Does that mean anything to 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
5. The coach allows the client to do most	Yes

of the talking.	
6. Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.	Yes
<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).	28:40 Okay. What would you say is the biggest learning from the session today? 29:52 Okay. What would you say is the biggest uhm. Or what can you share about what happened in the coaching session today? 30:49 Okay. And I'm just looking at time. I know we still have ten minutes, and do you feel you have gained value from the session today? I hear that you said "clarity." Is there any other value that you have gained?
2. Coach invites client to state and/or explore his/her learning in the session about her-/himself (the who).	28:09 And just checking in again. How are you different than when we first started this session?
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.	21:54 And for me, the word "freedom" is just coming up. Does that mean anything to you?
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.	6:06 Okay. So what is missing? 8:27 What do you feel is in the way, to get things done? 10:24 And feeling good, what will that allow you to do? 16:17 Okay. So for exploring where you want to be and where you are at the moment and just looking at options, what could you do if you didn't have procrastination? 19:45 Hmmm. And if you had the option to instantly act, what would you feel about yourself? 22:56 And when you said, "Don't enjoy this too much." What's behind that?



<p><b>Competency: Designing Actions, Planning And Goal Setting, And Managing Progress And Accountability</b></p>	
<p>1. Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.</p>	<p>15:23 Hmm hmm. So I'd like to check in. I asked you earlier on what would you like to have at the end of this session today. Do you feel the conversation is going towards with helping you get results?  24:59 When we first started, you said your productivity level is three. Where are you now, versus where you were?  29:23 So at the beginning, I asked you what would you like to have at the end of the session that you didn't have at the beginning. And you said, "I would want to have the motivation and to stop procrastination."  31:33 Okay. And do you feel that you have everything that you need from today's session?</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>19:06 Just looking at a way forward, what are actions you are now just ready to commit to?  23:38 Okay. So what else can you apply from what you learned about yourself today?  24:32 Hmmm. And what would it take to get the ball moving?  25:42 So we're gonna go back into the way forward again and ask you about what actions are you ready now to commit to?</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>26:24 Is there anything else you need to consider before taking these actions?  26:50 Okay. What obstacles are in your way?</p>
<p>4. Coach assists the client to design the best methods of accountability for her/himself.</p>	<p>27:51 Sounds cool. And who do you need to tell about this commitment that you're just ready to get started?</p>
<p>5. Coach partners with the client to close the session.</p>	<p>32:12 Well, before we hang up, is there anything else that you want to share or consider or?</p>
<p>6. Coach notices and reflects client's progress.</p>	

Acknowledgements of areas of Competency Strength

**Coaching Session Agreement.**

Coach clarified the gap the client had such as:

3:31 Hmm hmm. So I just want to check in if I'm hearing you clearly. You want to focus on getting the things that you're putting off, the procrastination, being lazy, getting things done, is that what I'm hearing?

4:22 What would you like to have at the end of the session that you don't have now?

4:56 Okay. And on a scale of, let's say, 1-10, where do you think you are now in terms of this topic?

5:15 So where would you like to be in terms of productivity?

Coach confirmed a measure of success:

5:55 Hmmm. So what I'm hearing is you are currently at a 3 in terms of productivity and you'd like to be at an 8.

**Managing Session Progress.**

Coach checked in regularly on progress:

15:23 Hmm hmm. So I'd like to check in. I asked you earlier on what would you like to have at the end of this session today. Do you feel the conversation is going towards with helping you get results?

24:59 When we first started, you said your productivity level is three. Where are you now, versus where you were?

29:23 So at the beginning, I asked you what would you like to have at the end of the session that you didn't have at the beginning. And you said, "I would want to have the motivation and to stop procrastination."

31:33 Okay. And do you feel that you have everything that you need from today's session?

**Powerful Questioning. Active Listening.**

Coach demonstrated listening by incorporating client concepts and language into questions, many of which were about the "Who/whole person" of the client, were structured for discovery, and potential for awareness to emerge. Some examples:

6:06 Okay. So what is missing?

8:27 What do you feel is in the way, to get things done?

10:24 And feeling good, what will that allow you to do?

16:17 Okay. So for exploring where you want to be and where you are at the moment and just looking at options, what could you do if you didn't have procrastination?

19:45 Hmmm. And if you had the option to instantly act, what would you feel about yourself?

22:56 And when you said, "Don't enjoy this too much." What's behind that?

	<p><b>Coaching Presence.</b> Coach demonstrated being observant and responsive, and using client language such as: 17:38 What I'm hearing is that you're having a relaxed life right now.</p> <p>Client: .... But no, I definitely, I need to get the ball moving. Coach: 24:32 Hmmm. And what would it take to get the ball moving?</p>
<p>Suggestions for Competency Development Upgrades</p>	<p><b>Coaching Presence.</b> The client mostly had a lighter energy than coach in this session. As you gain your confidence in your coaching skills, you can also lighten up a little.</p> <p><b>Active Listening.</b> Listen more for the Who of the client from earlier in the session including energy and emotional shifts. This client presented her contradiction from early in the session which you observed nicely here, 20:40 So I'm just hearing two things right now. I'm hearing, "I really want to be productive and get started and get my company going." At the same time, I'm hearing, "I still want to enjoy the time that I have off now until I get my company started in October."</p> <p>Perhaps more inquiry into how the client could make that dilemma work for her. How could she honor this 'rest' time before the next big thing?</p> <p>Consider acknowledging the client for wanting to have a rest before starting her new business. Even for her competence, her self-awareness of what she needs (to be lazy). What's the benefit of being lazy?</p>
<p>Other observations and comments:</p>	<p>This is solid ACC skill level, moving into some PCC skill level.</p>