

ICF Master Certified Coach (MCC) Behavior and Skill Statements

Below are the 24 behavior and coaching skill statements of a Master Certified Coach (MCC), released June 2022 on the International Coaching Federation (ICF) website. The Performance Evaluation* for MCC credential applications submitted to ICF from August 1, 2022, are being assessed using these behaviors and coaching skill statements.

*A "Performance Evaluation" is what ICF calls each coaching session recording submitted with an MCC application.

<https://coachingfederation.org/credentials-and-standards/performance-evaluations>

Information provided below is the intellectual property of ICF

Here's the page to the source information on the ICF website which contains Pass and Fail information;

<https://coachingfederation.org/blog/updated-minimum-skills-requirements-available>

MCC BEHAVIOR AND SKILL STATEMENTS
FOUNDATION
Competency #1: Demonstrates Ethical Practice
There are no behaviors/skills for this Competency. However if the answer to 1.1 and/or 1.2 is "no" then the whole of the Performance Evaluation will likely be failed. Refer to the ICF Code of Ethics; https://coachingfederation.org/ethics/code-of-ethics
1.1 Demonstrates alignment with the ICF Code of Ethics?
1.2 Consistently stays in role of coach?
Competency #2: Embodies a Coaching Mindset
There are no specific behaviors/skills for this Competency. Coaching Mindset is demonstrated through the application of behavior/skills in competencies #3 - #8. And more specifically assessed in the updated ICF Credentialing written exam completed as part of the credential application.
CO-CREATING THE RELATIONSHIP
Competency #3: Establishes & Maintains Agreements
3.1 Coach partners with the client to explore the topic or focus of the session at a level that is meaningful to the client.
3.2 Coach partners with the client to keep the desired outcome as a guide to the coaching conversation in a flexible, gentle and natural manner.
3.3 Coach notices subtle shifts in the conversation and invites the client to change direction if the client desires.
Competency #4: Cultivates Trust & Safety

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4.1 Coach engages the client as an equal partner in a collaborative coaching process.
4.2 Coach exhibits genuine curiosity about the client as a whole person by inviting the client to share more about themselves or their identity.
4.3 Coach provides space for the client to fully express themselves, share feelings, beliefs, and perspectives, without judgment.
4.4 Coach acknowledges the client and celebrates client progress.
Competency #5: Maintains Presence
5.1 Coach responds to the client in a manner that keeps the conversation flowing with the client leading the way.
5.2 Coach remains curious and attentive to the client, exploring what the client needs throughout the session.
5.3 Coach engages in the coaching conversation with ease and fluidity.
5.4 Coach leverages silence to support the client and the client's growth.
COMMUNICATING EFFECTIVELY
Competency #6: Listens Actively
6.1 Coach responds to client with an invitation into a deeper exploration of client thinking and behaviors.
6.2 Coach's responses to the client demonstrates an understanding of the client's emotions, energy, or learning and growth, in alignment with the client's agenda.
6.3 Coach reflects what the client communicates in relation to the context of the whole person.
Competency #7: Evokes Awareness
7.1 Coach partners with the client to explore the client's stories, metaphors and imagery that support growth and learning.
7.2 Coach stimulates new client insights with minimal, precise questions.
7.3 Coach asks questions that challenge the client to explore more deeply or to go beyond current thinking or feeling.
7.4 Coach shares with fluidity insights, observations, or questions, from the client's words and actions to foster awareness.
CULTIVATING LEARNING AND GROWTH
Competency #8 Facilitates Client Growth
8.1 Coach checks in with client and their progress, learnings, and insights in natural and spontaneous ways throughout the session.

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8.2 Coach invites the client to sense and reflect on what they are learning about themselves.

8.3 Coach cultivates an environment for the client to intentionally apply their own learning.

OVERALL MCC BEHAVIORS

1. Coach invites the client to explore the lens through which the client is observing their current situation.

2. The coach's comments and questions come from the totality of what they have learned about who the client is and their coaching purpose.

3. Coach's invitations to the client primarily focus on exploring deeper learning or a path forward.