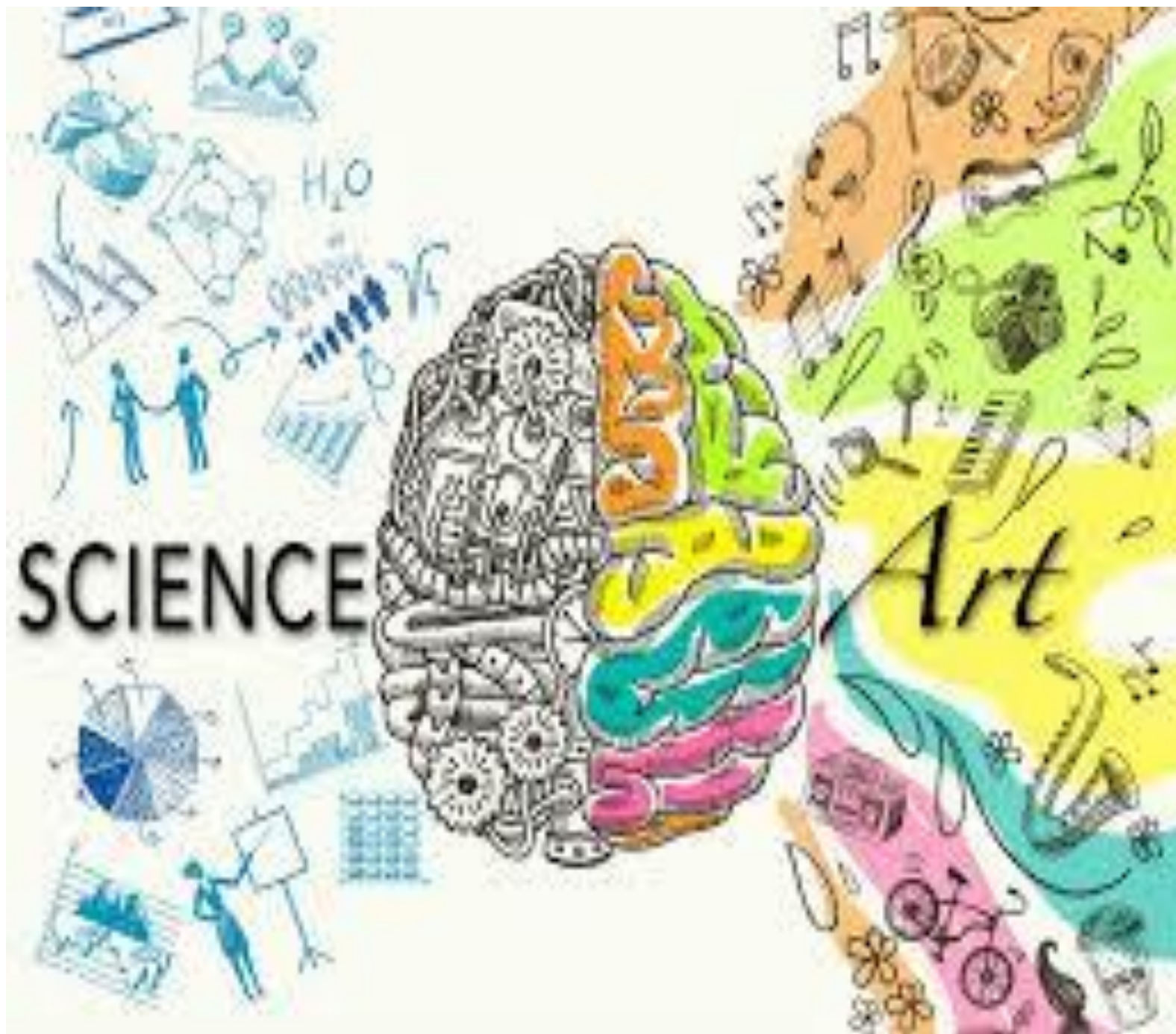


Understanding Differences Between ACC, PCC, and MCC

Damian Goldvarg, Ph.D, MCC, ESIA
October 24, 2018







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MENTOR COACHING EN ACCIÓN

Feedback efectivo para un Coaching exitoso

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COMPETENCIAS DE COACHING APLICADAS

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PROFESSIONAL COACHING COMPETENCIES

— THE COMPLETE GUIDE —

DAMIAN GOLDVARG, PH.D.
PATRICIA MATHEWS, MA
NORMA PEREL, MS

Foreword by
JEFFREY E. AUERBACH, PH.D.
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Coaching Agreement

COMPETENCY	ACC Level	PCC Level	MCC Level
<p>2. Establishing the Coaching Agreement</p> <p>Ability to understand what is required in the specific coaching interaction and to come to agreement with the prospective and new client about the coaching process and relationship.</p> <ul style="list-style-type: none"> Initially establishing the "rules of engagement." Establishing the agreement for the current session. What is it the client wants to work on today? What will make the next 30 minutes most worthwhile? Establishing a focus. 	<ul style="list-style-type: none"> Coach takes what client says they want to work on at surface level. Attends to that agenda, but little further exploration is done. <p>Applicant will NOT receive a passing score if:</p> <ul style="list-style-type: none"> Coach chooses the topic for the client. Coach does not coach around the topic the client has chosen. 	<ul style="list-style-type: none"> Coach takes what client says they want to work on. Attends to that agenda with some exploration as to measures of success for each topic in session. <p>Applicant will NOT receive a passing score if:</p> <ul style="list-style-type: none"> Coach chooses the topic(s) for the client. Coach does not coach around the topic(s) the client has chosen. The coach does not engage in some exploration of the measures of success for each topic with the client or defines those measures for the client. Coach does not engage in some exploration of underlying issues related to achievement of the outcomes or agenda or does not check with client about whether the client is moving toward what the client wanted from the session. 	<ul style="list-style-type: none"> Coach explores fully what client wants from session, establishes measures of success for client in session, and ensures that client and coach are both clear about coaching purpose. Coach returns to check regularly of whether direction of coaching is continuing to serve client's coaching purpose and makes changes in direction if necessary based on feedback from client. <p>Applicant will NOT receive a passing score if:</p> <ul style="list-style-type: none"> Full partnership with the client is not demonstrated. Coach chooses the topic(s) for the client. Coach does not coach around the topic(s) the client has chosen. Coach does not explore the measures of success for each topic with the client to a degree that achieves clarity about the client's intent or direction for the session. Coach does not allow the client full input into the issues that should be discussed relative to the client's stated objectives for the session. Coach does not check with the client about whether the client is moving toward what the





Differences between performance

- ▶ Greater confidence, co-creation, connection, and depth of exploration.



PCC Markers



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Creating Trust and Intimacy

- Coach acknowledges and respects the client's work in the coaching process.
- Coach encourages and allows the client to fully express him/herself.



Coaching Presence

- Coach acts in response to both the whole person of the client and what the client wants to accomplish in the session.
- Coach exhibits curiosity with the intent to learn more.
- Coach partners with the client by supporting the client to choose what happens in the session.



Active Listening

- Coach's questions and observations are customized by using what the coach has learned about who the client is and the client's situation.
- Coach inquires about or explores the client's use of language.
- Coach inquires about or explores the client's emotions.
- When appropriate, coach is quiet and gives client time to think.



Powerful Questions

- Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about himself/herself.
- Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about his/her situation.



Direct Communication

- Coach shares observations, intuitions, comments, thoughts and feelings without any attachment to them being right.
- Coach uses the client's language or language that reflects the client's way of speaking.
- Coach's language is generally clear and concise.





COACHING

Important Documents

- ▶ <https://coachfederation.org/core-competencies>
- ▶ <https://coachfederation.org/pcc-markers>
- ▶ <https://coachfederation.org/app/uploads/2017/12/ICFCompetenciesLevelsTable.pdf>
- ▶ <https://coachfederation.org/msr>

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