

ICF CORE COMPETENCIES RATING LEVELS

<https://coachingfederation.org/app/uploads/2017/12/ICFCompetenciesLevelsTable.pdf>

A. Foundation

1. DEMONSTRATES ETHICAL PRACTICE

Definition: Understands and consistently applies coaching ethics and standards of coaching.

Demonstrates personal integrity and honesty in interactions with clients, sponsors and relevant stakeholders

Is sensitive to clients' identity, environment, experiences, values and beliefs

Uses language appropriate and respectful to clients, sponsors and relevant stakeholders

Abides by the ICF Code of Ethics and upholds the Core Values

Maintains confidentiality with client information per stakeholder agreements and pertinent laws

Maintains the distinctions between coaching, consulting, psychotherapy and other support professions

Refers clients to other support professionals, as appropriate

2. EMBODIES A COACHING MINDSET

Definition: Develops and maintains a mindset that is open, curious, flexible and client-centered.

Acknowledges that clients are responsible for their own choices

Engages in ongoing learning and development as a coach

Develops an ongoing reflective practice to enhance one's coaching

Remains aware of and open to the influence of context and culture on self and others

Uses awareness of self and one's intuition to benefit clients

Develops and maintains the ability to regulate one's emotions

Mentally and emotionally prepares for sessions

Seeks help from outside sources when necessary

B. Co-Creating the Relationship

3. ESTABLISHES AND MAINTAINS AGREEMENTS

Definition: Partners with the client and relevant stakeholders to create clear agreements about the coaching relationship, process, plans and goals. Establishes agreements for the overall coaching engagement as well as those for each coaching session.

Explains what coaching is and is not and describes the process to the client and relevant stakeholders

Reaches agreement about what is and is not appropriate in the relationship, what is and is not being offered, and the responsibilities of the client and relevant stakeholders

Reaches agreement about the guidelines and specific parameters of the coaching relationship such as logistics, fees, scheduling, duration, termination, confidentiality and inclusion of others

Partners with the client and relevant stakeholders to establish an overall coaching plan and goals

Partners with the client to determine client-coach compatibility

Partners with the client to identify or reconfirm what they want to accomplish in the session

Partners with the client to define what the client believes they need to address or resolve to achieve what they want to accomplish in the session

Partners with the client to define or reconfirm measures of success for what the client wants to accomplish in the coaching engagement or individual session

Partners with the client to manage the time and focus of the session

Continues coaching in the direction of the client's desired outcome unless the client indicates otherwise

Partners with the client to end the coaching relationship in a way that honors the experience

4. CULTIVATES TRUST AND SAFETY

Definition: Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.

Seeks to understand the client within their context which may include their identity, environment, experiences, values and beliefs

Demonstrates respect for the client's identity, perceptions, style and language and adapts one's coaching to the client

Acknowledges and respects the client's unique talents, insights and work in the coaching process

Shows support, empathy and concern for the client
Acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs and suggestions
Demonstrates openness and transparency as a way to display vulnerability and build trust with the client

5. MAINTAINS PRESENCE

Definition: Is fully conscious and present with the client, employing a style that is open, flexible, grounded and confident

Remains focused, observant, empathetic and responsive to the client
Demonstrates curiosity during the coaching process
Manages one's emotions to stay present with the client
Demonstrates confidence in working with strong client emotions during the coaching process
Is comfortable working in a space of not knowing
Creates or allows space for silence, pause or reflection

C. Communicating Effectively

6. LISTENS ACTIVELY

Definition: Focuses on what the client is and is not saying to fully understand what is being communicated in the context of the client systems and to support client self-expression

Considers the client's context, identity, environment, experiences, values and beliefs to enhance understanding of what the client is communicating
Reflects or summarizes what the client communicated to ensure clarity and understanding
Recognizes and inquires when there is more to what the client is communicating
Notices, acknowledges and explores the client's emotions, energy shifts, non-verbal cues or other behaviors
Integrates the client's words, tone of voice and body language to determine the full meaning of what is being communicated
Notices trends in the client's behaviors and emotions across sessions to discern themes and patterns

7. EVOKES AWARENESS

Definition: Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor or analogy

Considers client experience when deciding what might be most useful

Challenges the client as a way to evoke awareness or insight
Asks questions about the client, such as their way of thinking, values, needs, wants and beliefs
Asks questions that help the client explore beyond current thinking
Invites the client to share more about their experience in the moment
Notices what is working to enhance client progress
Adjusts the coaching approach in response to the client's needs
Helps the client identify factors that influence current and future patterns of behavior, thinking or emotion
Invites the client to generate ideas about how they can move forward and what they are willing or able to do
Supports the client in reframing perspectives
Shares observations, insights and feelings, without attachment, that have the potential to create new learning for the client

D. Cultivating Learning and Growth

8. FACILITATES CLIENT GROWTH

Definition: Partners with the client to transform learning and insight into action. Promotes client autonomy in the coaching process.

Works with the client to integrate new awareness, insight or learning into their worldview and behaviors
Partners with the client to design goals, actions and accountability measures that integrate and expand new learning
Acknowledges and supports client autonomy in the design of goals, actions and methods of accountability
Supports the client in identifying potential results or learning from identified action steps
Invites the client to consider how to move forward, including resources, support and potential barriers
Partners with the client to summarize learning and insight within or between sessions
Celebrates the client's progress and successes
Partners with the client to close the session