

## **Ideal Associate Coach Characteristics**

### **Ethics**

1. Highly Ethical in Coaching, Business practices, and personally.
2. Highly knowledgeable of the ICF Ethics & Guidelines and applicable Business ethics.

### **Professional Dedication & Emotional Intelligence**

3. Able to receive feedback, respond appropriately, and act on it effectively.
  - a. Works with a Coach or other appropriate resource to seek support for acting on feedback.

### **Coaching Skills**

4. Displays solid PCC level Coaching skills in the areas they will Coach in (Executive, Leadership, Career, Job Search, Life).
5. Able to use the tools on the website effectively, but not overuse them.
6. Attends (or watches afterwards) required training and demonstrates engagement with the information presented.
7. Dedicated to continuously improving Coaching skills.
8. Works with their own Coach (with brief periods of not working with a Coach) and has a Mentor Coach available to work with on issues that arise. \*
9. Resourceful in helping clients identify areas to work on that will support them.

### **Business Attributes**

10. Knows how to close a sale and achieves a 90% close rate.
11. Able to offer Glacier Point Solutions a good coaching rate so that Glacier Point Solutions can make an appropriate profit.
12. Align with the mission of supporting organizations to be inspiring and energizing.
13. Can perform leadership coaching and coach in some other area (s) as well.
14. Can perform DiSC debriefs.
15. Enthusiastic about being a part of the Glacier Point Solutions, Inc. team.
16. Contributes expertise, knowledge, ideas, tools, information to the Glacier Point Solutions, Inc. team.
17. Supports and collaborates with Glacier Point Solutions, Inc. team members.
18. Consistent in meeting with clients and creates every opportunity for clients to have their Coaching sessions in a timely manner.
19. Upsells Coaching where possible (while adhering the ICF Ethics & Guidelines).
20. Follows up on Sales leads (after consultation) in a timely manner, and consistently if put in rotation for a check back.
21. Helps the client understand the value of Coaching.
22. Able to create coaching relationships that extend for 6 months at the minimum with a goal of 1-2 years (if appropriate for the client), while consistently providing value to the client.
23. Detail oriented with regard to appointment times, filling out Coaching forms, etc.

24. If doing Executive Coaching, possesses business experience (and it is desirable to have leadership experience).
25. Contributes relevant Coaching content to the team and website (Leadership, Management, Business, Career Exploration, Job Search, Mentor, and/or Life).

#### **Communication**

26. Able to ask for help when needed.
27. Have the discernment to know when to come to me with issues and when not to.
28. Notifies me or our Assistant with information we need to know to run the business (e.g., vacation dates).
29. Efficient in their communications with me and with our Assistant.
30. Responsive to our clients', me, and our Assistant (within 5 hours on business days – email, phone call, text).

#### **Professional Attributes**

31. Independent and self-directed.
32. Process oriented.
33. Able to follow directions.
34. Skilled in time management.
35. Collaborative.

#### **Personal Attributes**

36. Positive.
37. Enthusiastic.
38. Heart based.
39. Wants to make a difference in the world.
40. Curious.

\*Discuss with President if taking extended leave from Mentor Coaching.