

Coaching Competency Report

Coach:

Client:

Date of Review:

Reviewer:

Donna Schilder, MCC, BCC

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Competency and Description/Behaviors Observed	
1. Meeting Ethical Guidelines and Professional Standards <ul style="list-style-type: none"> • Demonstrated understanding of coaching ethics and standards • Able to apply ethics and standards appropriately in the coaching situation that was presented 	
Comments You asked permission to record the call and share call with your Coach.	
2. Establishing the Coaching Agreement <ul style="list-style-type: none"> • Ability to come to an agreement with the prospective client about the coaching process and relationship • Clearly understood what was required in the specific coaching interaction • Demonstrated allowing the client or to identify the coaching that was desired • Referred back to the coaching agreement created for the specific coaching interaction when coachee changed direction or focus and reestablished intended outcome when appropriate 	
Comments You asked: "Are you interested in finding out why you're stuck?" I want to be able to make a decision. I would have wanted to hear, and the ICF would be looking for, a clearer agreement for the call at the beginning of the session. And staying in the establishment of the agreement for a few volleys of questions to ensure that you were both clear about the focus of the call. For example, So I hear you saying that if we were successful today you would come away with a decision about whether to go on this trip or not. Is that what you would like to walk away with today? So, what would be a measure of success for coming to a decision be? – would it be a plan, would it be just the decision, or something else? What would success with this decision look like? You spent a long time being not focused on whether she would decide to go to Australia or not. This is great work you were doing, but it wasn't working directly on the decision she was trying to make. In an ICF Assessment, they would probably have marked you down for the. And, the client might appreciate being clearer about where you're going together. In the agreement, she never agreed she wanted to find out why she was stuck, she just said she wanted a decision. In the end she appreciated where the call went, so your approached worked, these are just things to think about. An approached would have been to re-contract the agreement and say, "We've gone to a focus on a bigger picture here about fear, relationship to money, whether you want to do the work to make the money. Is it ok if we stay with this for now, because we might not get to the decision about Australia if	

we stay in this discussion in our allotted time?” – which by the way, you did go over your goal time for the call by 20 minutes.

3. Establishing Trust and Intimacy with the Client

- Ability to create a safe, supportive environment
- Demonstrated setting the foundation for ongoing mutual respect and trust

Comments

Great job: when you acknowledged client for getting help.

I liked the way you asked permission to give the harder message: “May I be frank with you?”

Possible area for improvement: When she said she felt “a little bit less than because of it,” acknowledging that feeling and the tears that were coming up might have created more intimacy instead of moving directly into offering a suggestion. However, I loved the suggestion you gave of being really gentle with herself.

To flip this into a question, you could have said: “how could you be more gentle with yourself?”
This would have allowed you to say less words and let her process the idea herself.

4. Coaching Presence

- Ability to be fully conscious and created a spontaneous relationship with the client,
- Employed a style that is open, flexible and confident
- Demonstrated appropriate use of intuitive abilities

Comments

Your natural style with the client feels a bit directive. Even when you are summarizing back to the client:

“One of the things I heard you say is about your husband being in support of you going . . .”

I would listen back to this section and see if you can hear how you seem like you’re taking over here. This is a subtle point, but in Coaching we’re really looking for more of a partnership between you and the client. More of a dance.

Asking more questions, rather than making statements would help with this. Asking a question, then letting her talk. Letting it evolve more.

ICF Assessors would be looking for you to talk less and ask more questions. In a pure Coaching session you can make a statement to create awareness, but it should be short.

Example:

Do you think there’s a dichotomy between your husband wanting to support you to go on this trip and his expression about his feelings about money? If so, how does that impact you?

It’s also in the energy you project to the client. And being more curious, rather than sure of what the issue is and where things are going.

And, some of your questions block the client in:

“Is there a feeling for you of maybe I’m feeling unreasonable?”

Instead try something like: “What feeling comes up for you in the face of these conflicting messages from him?”

At times you talk over her. For an ICF Exam, they would really be looking for that. Try to allow more silence and space in your Coaching.

<p>5. Active Listening</p> <ul style="list-style-type: none"> • Ability to focus completely on what the client is saying and is not saying, • Clearly understood the meaning of what was said in the context of the client's desires • Supported the client's self-expression 	
<p>Comments</p> <p>You used summarization multiple times through the call very effectively. Here's an effective example:</p> <p>Is it ok if I mirror back to yourself: "I want to find out what I'm supposed to do. Supposed to do. Codependent issue? I hear these pieces all stuck together. And I feel you stuck."</p> <p>Possible areas for improvement: You talked over the client a bit at the beginning and a few more times in the call. Not quite in rhythm with the client. I would suggest slowing down a bit.</p>	
<p>6. Powerful Questioning</p> <ul style="list-style-type: none"> • Ability to ask questions that revealed the information needed for maximum benefit to the coaching relationship and the client • Crafted inquiries that moved the client and inspired them to see a larger possibility for their intension 	
<p>Comments</p> <p>Here are some great questions you asked:</p> <p>"Who's frustration is that?"</p> <p>"Would it be ok if we teased out some things?" – nice transitional question.</p> <p>Great question to cement the awareness: "Does that feel clear to you?"</p> <p>"What can you learn from this event?"</p> <p>You summarized her point and then asked a very powerful question: "How does this trip fit into it?"</p> <p>Fantastic question: "Are you disappointed that you don't have the strong desire to be there no matter what?"</p> <p>"How does this impact the decision to go to Australia or not?"</p> <p>Possible areas for improvement: I think your Coaching would be even more powerful if you asked more questions. And, especially shifted some of your statements into questions.</p> <p>You said, "you don't trust yourself to create wealth." This would have been more powerful as a question: "do you trust yourself to create wealth?" or, even better "how can you trust yourself to create wealth?" When she hesitated about this, you said it was a question to her, but you really put it to her as a statement. And, I think making this a statement instead of a question could have impacted the trust between you.</p>	
<p>7. Direct Communication</p> <ul style="list-style-type: none"> • Ability to communicate effectively during coaching sessions, • Used language that has the greatest positive impact on the client • Demonstrated the benefit of the "play" with language for the benefit of increasing the awareness of the client 	
<p>Comments</p> <p>You use Direct Communication very powerfully.</p> <p>This is a nice direct communication: "I'm curious, is moving forward into employing help with your business, making you unsettled." This could have been a question though:</p>	

<p>“Does moving forward into employing help with your business make you feel unsettled?”</p> <p>Areas for Improvement: I believe you overuse this modality. I would pull back on this.</p>	
<p>8. Creating Awareness</p> <ul style="list-style-type: none"> • Ability to integrate and accurately evaluate multiple sources of information • Made interpretations that helped the client to gain awareness • The awareness gained achieved agreed-upon results 	
<p>Comments</p> <p>Great awareness you created here: “That you want intellectually to want to have a particular desire, but that might not be where you at.”</p> <p>Nice awareness you brought here: “You might perhaps go through some mourning, and that’s ok.”</p> <p>Nice awareness building: “From where I’m sitting the bigger piece is that you’re disappointed that you don’t have the desire.”</p>	
<p>9. Designing Actions</p> <ul style="list-style-type: none"> • Ability to create with the client opportunities for ongoing learning, during coaching and in work/life situations, • Inspired the client to take new actions that will most effectively lead to agreed-upon coaching results 	
<p>Comments</p> <p>Great question to bring her into this decision: “So, what does that mean to you in this moment about this decision?”</p> <p>Possible areas for improvement:</p> <p>For an ICF exam situation, and maybe to create a cleaner closure to the call, you would want to have her restate what her action is:</p> <p>“So what is the action you’re going to take in light of this decision?”</p>	
<p>10. Planning and Goal Setting</p> <ul style="list-style-type: none"> • Ability to develop goals that align with the client intended goals • Developed and where appropriate maintained an effective coaching plan with the client. 	N/A
<p>Comments</p> <p>This often doesn’t come up in a call, which is ok.</p>	
<p>11. Managing Progress and Accountability</p> <ul style="list-style-type: none"> • Ability to hold attention on what is important for the client • Left responsibility with the client to take action 	
<p>Comments</p> <p>This is a bit difficult to work into this particular call, but you could have put attention on the integration she talked</p>	

about:

“How will you know that this decision and this learning are integrated? How will you know if you need to do any more integration work?”

Let's talk about this Competency more.

An area of potential development as a coach might be:

Since you were and are a psychotherapist, and we want to make sure that you are not doing therapy with your clients, I might be careful of using language that therapists often use like:

“codependency” (I know she was the one that brought that up)

“your buttons are pushed”

“imprinting”

“in your consciousness”

“from where I'm sitting” (which is a great thing to say because you're saying that it's just from your perspective, it's just therapist lingo that might jar an assessor)

“you're hearing your parents say, early on . . .”

with this one, you could approach this in a little more open way:

“Is there an underlying belief here at play? Can you put it into words? Who told you that, anyone? Or did you observe something at some point that made you believe that? What's a new belief that would serve you better?”

Again, in this area of the call, you are talking for a very long time. You give a string of examples: “it's not logical, it's not safe, don't spend money.” Better to ask questions to find her feelings rather than giving her so many examples to choose from.

Especially be careful of this when you are being examined by the ICF.

When you say, “that resonates for me when you say that,” the Coaching, or the client's opinion seems too much about you and you giving approval of what she has said, instead of looking for what resonates for her. I would say instead “does that resonate for you” or, maybe acknowledge your intuition, but more softly, “it feels to me like your voice tone and words are matching there, so from my perspective you are on the right track (or you are speaking your truth).”

At times you sound more like a guide or teacher rather than a coach.

This is a subtlety: at times when you say, “yeah” it feels like you are giving approval for the way she is proceeding in her life. Instead of acknowledgement. Approval feels authoritative and gives the relationship between the two of you more power (with you having more power). Acknowledgement is less personal and less attached. One of these points is at the 34:20 mark.

At the 37 minute mark: “I would agree” has this same sort of feel.

I think your time management could be improved. Here are some options and ideas to improve time management:

Use less and shorter messaging.

It would have been possible to move her along to a decision a bit faster. And, the call could have ended at about 42 minutes. She had already come to the decision. You could have asked her a question to reinforce her decision like:

“So have you made up your mind?”

Then you could have asked her what she needed to do to process the grieving and helped her create an action to execute on her own.

Something I'd like to acknowledge you for is:

You are a very confident and powerful Coach. And very articulate. She received great value from this session (as she said herself).

It's obvious the client trusts you and values the work you do together.

You do a wonderful job of integrating multiple pieces of information for the client and synthesizing and integrating information.

You took her on a journey to explore her life which allowed her to see how this decision fit in with her life. You came back around to the decision in the end in a very powerful way.

Toward the end of the call, around 33 minutes, you gave her some wonderful silence to process her thoughts. It was just beautiful. Using more of this technique would be powerful.

You asked more questions at the end of the call.

I love the way you acknowledged her for her growth at the end of the call. This is so important for supporting our clients in continuing their growth.