

8 CORE COACHING COMPETENCIES

Every professional who strives for excellence in their chosen field must become knowledgeable and competent in certain areas known as core areas of competencies. Developing in these core areas will help identify what's in.

FACCT has specific areas of knowledge that are defined as "Core Competencies" for a Christian Life Coach. Learning and developing in them are foundational in the credentialing process.

Our Core Competencies and Code of Ethics are designed to set a standard of excellence and professionalism in the field of coaching.

1. **Effective** communication: exchange ideas, thoughts, opinions, so that they're received and understood by both parties.
2. **Active** listening to a client to understand what's being said.
3. Establish a coaching **relationship** that facilitates and fosters change.
4. Ask **Intuitive** questions that lead to introspection.
5. Observe, Evaluate, Set goals that lead to **action**.
6. Rely on the **guidance** of the Holy Spirit in the coaching process.
7. Facilitate client **awareness** and respect personal responsibility.
8. Maintain **self-care** to improve your overall well being.

5 COACHING SUPERVISOR COMPETENCIES

These 6 qualities will enable you to perform your

1. **Promote** professional standards and ethical behavior.
2. **Inspire** self examination to facilitate personal, professional, spiritual growth.
3. **Provide** motivational support:
4. **Build** a collaborative relationship with the client.
5. **Demonstrate** professional excellence.

CERTIFIED COACHING SUPERVISOR

The word supervisor denotes a close **oversight** and **detailed** management of a coach's work, with a focus on their well-being and quality of work. Coaching supervision is more than **coaching** a coach. A coaching supervisor will explore areas of a coach's practice and life, to ensure their effectiveness as a coach. The client is at the center of a coach's concern but the: Coach, Coach's clients, Coach's overall **practice** is the supervisor's concern.

Coaching supervisors are expected to have a high level of coaching experience as a coach and coaching client. This is important since they focus on developing the coach's capabilities and capacity to function as a properly trained, effective life coach. They create a safe environment for the coach to examine themselves and their coaching practices.

It's important for a coach to partner with a supervisor to develop their **capabilities** and capacity to be a better, more effective coach. Supervising differs from coaching and mentoring:

1. **Coaching**: help their clients achieve their goals and objectives through self-examinations, goal setting, and action planning.
2. **Mentoring**: focus on developing the skills, knowledge, and competencies required to be a properly trained effective coach.
3. **Supervising**: a professional relationship that: Support the coach, discover blind spots and coaching patterns that affect a coach's effectiveness.

However, it's important to become the quality of coach that you and others would seek out and pay for. Remember "People pay for results". Here is a checklist to help you become a high value, high quality coaching supervisor:

1. **Qualifications**: Attain professional qualifications from an accredited organization.
2. **Experience**: Acquire result-based experience, documented by testimonials.
3. **Training**: Complete coaching supervisor training from a reputable organization.
4. **Pro-Bono**: provide coaching and other valuable resources for free.

5. **Personality**: maintain a professional Christ-like personality

6. **Security**: Provide your background check for perspective clients.

A coaching **supervisor** can greatly benefit your personal and professional growth. Also, they can help you maintain **ethical** standards, Overall effectiveness. A coaching supervisor can:

1. **Improve** your coaching and supervising **skills**

2. **Help** create a greater impact and more effective outcome for clients.

3. Help address **difficult** situations and clients: by providing a safe environment to reflect on and resolve coaching and supervising difficulties.

Be willing to interview coaching clients to ensure they are the right fit for you. Everyone is not **compatible** for you to coach. If you choose a client that later doesn't live up to your expectations, discuss it with them and properly refer them to another coach. Here are a few interview questions you can ask a perspective supervising client:

1. Tell you about themselves:

2. What brings them to see you:

3. What is their commitment level and expectations for supervision:

4. Have they ever worked with a coaching supervisor before:

5. Discuss your payment fees and terms of payment:

6. How flexible are they in scheduling supervision:

We are sure you can find many more questions for your perspective clients.

SUPERVISOR'S MINDSET

Supervision creates unpleasant images in a coach's mind like: Scrutiny, Criticism, Judgment, Etc. However, nothing can be further from the truth. Coaching supervision is a safe place for a coach to consider the effectiveness of their coaching practice and explore ways to increase their effectiveness. A coaching supervisor creates a safe professional environment to discuss: Ethical dilemmas, Unresolved personal and coaching issues; and much more. The supervisor is responsible for creating and sustain a relationship that focuses on the overall needs of the coach to include: Professionally, Personally; Spiritually.

A coaching supervisor's **mindset** is a way of thinking and being that enables you to support coaches achieve their goals, overcome challenges, unlock and reach their **potential**. Fostering this mindset can help you develop highly effective Christian Life Coaches:

- Develop and maintain an open, professional, **client-centered** relationship.
- Acknowledge the client's responsibility for their **choices**.
- Seek opportunities for professional, personal, **spiritual** growth.
- Trust, Obey, Depend on God's **guidance** in supervising coaches.
- Facilitate **self-examination** to identify issues that can hinder personal and professional growth.

A coaching supervisor's mindset requires: Intention; Commitment; Practice; **Evaluated** feedback. Be willing to identify areas in your coaching and supervisor's skills that need improvement, and the barriers that hinder you from doing so.

THE FOCUS OF COACHING SUPERVISION

One of the most enriching functions of being a coaching supervisor is watching other coaches **benefit** from your coaching experience and expertise. Apart from that, these 3 areas of focus represent the core aims of coaching supervision. Together they ensure that the supervision keeps the overall well-being of the coach, client, and the effectiveness of the coaching profession.

Supervisors offer a safe environment for coaches to reflect on their work and practices in a normative, restorative, and **formative** way. These 3 areas of **focus** enable you to understand the core purpose and aims of supervision:

1. **Normative**: focus on the standards, ethics, professionalism, of the coach.
2. **Restorative**: focus on the emotional, spiritual, physical well-being of the coach.
3. **Formative**: focus on the coach's skills, abilities, and effectiveness.

CHRISTIAN COACH'S CODE OF ETHICAL STANDARDS

-Do No **Harm**: Do no harm to the people you serve.

-**Express God's love**: to everyone you serve; regardless of their race, gender, denomination, or political views.

-**Don't take advantage of anyone**: Avoid any exploitation, and unjust discrimination against anyone you serve.

-**Don't condone the harmful actions of clients**: Don't advocate or assist in harmful or abusive behavior of anyone you serve.

-**Don't condone any kind of addictions**: Recognize and reveal addiction and support the person in the recovery process.

-**Abortion**: Don't condone or advocate for abortion or abortion related activities for anyone you serve.

-**Divorce**: Refuse to assume the decision for a client's divorce. Assist them through the divorce process without being a divorce advocate.

-**Premarital or extramarital sexual activity**: Don't condone or advocate pre-marital or extra-marital sexual activity.

-Euthanasia and assisted suicide: Refuse to condone or advocate for active forms of euthanasia and assisted suicide.

-Sexual Misconduct: All sexual relations with the people you serve is unethical which include: Touch; Speech; Solicitation.

-Consult and/or refer: Referrals and consults shall be made when your coaching ability has been reached.

-Self-care: Seek continually: Professional; Person; Spiritual training.

-Integrity: Maintain the highest standards of integrity and professionalism.

-Informed Consent: Secure client consent for all coaching services.

-Consent to Christian coaching: Obtain proof of a client's choice in matters of prayer, Bible reading, or any other Christian practices.

-Confidentiality: Maintain people's confidentiality to the fullest extent allowed by law.

-Limits of Confidentiality and Privilege: Inform the people you serve about both your commitment to confidentiality and its limits.

-Confidentiality in a demand for disclosure: Protect confidential communications, in the face of legal or court demands.

-Protect people from harm: Take appropriate action, including necessary disclosures of confidential information, to protect life in the face of suicidal or homicidal threats.

-Financial responsibility: Fee schedules and rules for payment shall be outlined clearly for the people you serve before the first session.

-Pro Bono: We encourage you to make a portion of your services available without cost or at a greatly reduced fee to those unable to pay.

-Persons of different faiths: Don't withhold services to anyone of a different faith, religion or, denomination.

-Ethical Termination: To the extent you're able; don't abruptly terminate a client without giving them to prepare for it.

-Resolve ethical conflicts: Maintain professional ethics with colleagues and the people you serve.

-Maintain the law: Christian coaches are bound to honor the laws of the land in every way possible.

SELF CARE

The work you do as a coach; the people you serve; the responsibilities you carry; can leave you emotionally and spiritually **exhausted**. This can leave you feeling stuck or stagnate. So what can you do to better prepare yourself for this demanding assignment? **It starts with self.**

The ministry of self-care is: developing the **whole** (overall) person. It's not selfish, because the purpose is mainly to better serve God. The ministry of **self-care** is vital to spiritual growth and effectiveness in coaching. However, many people don't view self-care as a vital priority.

Proper self-care will help you avoid **burn-out**: A state of physical, emotional, mental, exhaustion. Not taking deliberate, strategic steps to take care of your overall self; will hinder your coaching.

Your brokenness and depletion thru improper self-care, affects your **usefulness** to God. Your brokenness limits what God can do in and thru them to help others.

God uses flawed people; even **broken** people to fulfill His will; but without proper **self-care**; it can exhaust you: Spiritually; Emotionally; Mentally; Physically. Also it will **limit** what God can do in and thru you. What are you currently doing to take care of yourself?

What good things are you currently doing for you like: Exercise; Walking; Treat yourself; Vacation; Read a book; Rest; Feed your spirit.

Examine your: Mental; Emotional; Spiritual state. What you examine; you can measure; and make the necessary changes that lead to growth.

What's currently draining you: Mentally; Emotionally; Spiritually. What's robbing you of your: Peace of mind; Joy; Ability to serve God; Keep a bank account; Keep a job; Manage your finances; Etc. What you examine; you can measure and make proper changes.

Throughout the bible believers are challenged to examine themselves. Paul taught that believers should regularly examine themselves for the purpose of finding out what areas of their lives is lacking.

2 Cor. 13:5 Paul calls for congregational self-examination: "*Examine yourselves to see if you are in the faith*".

Gal. 6:3-5 Paul challenges believers to examine themselves; not others; so they can focus on their own weaknesses; to keep them humble.

James 1:23-25 James challenges believers to examine themselves in the mirror of God's reflection.

We can make good plans, but without proper self-care; we can **sabotage** ourselves; and lose everything we've worked hard to gain in life.

Poor self-care can lead to: Burnout; Morale failures; Unmet expectations; and even **shortened** life. Coaches can start out with joy, peace, and satisfaction; but later face spiritual burnout; even to the point that they want to give up on coaching.

LIFE MANAGEMENT

We can be proficient in examining others; but insufficient in examining ourselves. We analyze, criticize, and judge others; without taking a thorough examination of ourselves. Without a thorough and personal examination; we can't accurately manage our lives. Continuous self examination is vital to good life management.

Self-care ensures that every area of your life is measured; managed and continues to mature. It's good that we examine our spiritual life (growth); but we should examine the: Emotional; Physical; Financial; Relational; Health; Other areas of our lives.

What areas of your life are you stagnate (not growing) in? What area of your life is currently draining you: Emotionally; Physically; Spiritually; and robbing you of your ability to: Enjoy your life; Serve God?

Without good, accurate Life Management, it's easy to overlook areas of weakness; while overemphasizing the strong areas in your life. The weak areas can subtly and unexpectedly overwhelm you and lead to burnout.

Proper life management facilitates spiritual growth. Without life management, it's easy to leave out areas you need to grow in; which can hinder your overall spiritual growth and ability to coach. You can expect to achieve big: Goals; Plans; Things for God; but later realize that your expectations can become stressful; even overwhelming.

Self-care focuses on your overall life; and facilitates spiritual growth. You can accomplish your goals and still feel: Weary; Empty; Burned out. Without continuous self examination; you can sabotage yourself; and lose all what you've worked hard to gain in life. Life management facilitates spiritual growth; which is important in effective coaching.

As you grow spiritually, you increase your effectiveness to coach. As your effectiveness as a coach grows; the capacity of your coaching ministry grows. Therefore, the best you can do for yourself and your ministry is to grow spiritually.

It's important to learn worldly coaching principles; but understand that it's your growing relationship with God that matters **most**. A spiritual minded coach must realize they're God's instrument to facilitate change in the lives of others.

We need to know how to take care of ourselves to recognize and **avoid** burnout.

How can we properly provide self-care:

-Help **yourself**: Take care of yourself. Do what's necessary to stay: Mentally; Emotionally; Physically; Spiritually; healthy. If you are burned out; you limit what God can do in and thru you.

-Be **aware**: Examine your: Thoughts; Feelings; Actions; Response to situations; Spiritual health. Recognize who (what) is draining you and do something about it.

-Get your proper **rest**: Make time for your proper rest: Mentally; Emotionally; Physically.

-Make **plans** and prioritize your time and **efforts**:

-Establish personal **boundaries**:

THE COACHING RELATIONSHIP

When a potential client approaches a coaching relationship; they're not sure what to expect. You must be in and remain in a client's **presence** (give them your undivided attention); while conversing to build an effective coaching relationship. Your presence is communicated by verbal and **non-verbal** cues like: Body posture; Eye contact; Hand gestures; Voice tone.

An effective coaching relationship is an alliance between two **equals**; that's formed to meet the client's needs; not yours. The **co-active**, co-equal focus sets a coaching relationship apart from a: Counseling; Mentor; Therapist; relationship.

At the beginning; a client may feel intimidated; nervous; even scared. The coach must take the lead to connect with the client to build an effective relationship. The **coach** is responsible to build and maintain a coaching relationship. These five fundamentals can help build a solid coaching relationship.

-1ST. **Take the lead**: build a partnership with the client to build the relationship. The coaching relationship is a co-active; that involves the active and **shared** participation of the coach and client.

-2ND. **Clear** up any misconceptions: **Clarify** what coaching is and is not. Clarify your role is and is not.

-3RD. Explore the client's **issues**:

-4TH. Evaluate the **client**: to see if you can or can't work with them; and what would it take to work with them.

-5TH. Make a **written** agreement: to establish each other's role in the relationship.

Clients can be drawn to you thru: Present problems; Wandering in life; Unsatisfying life; Motivated to make a change in some area of their life. They might want to: Be better; Do better; Break a bad habit; Accomplish a goal; but whatever it is; they will need your help.

How can you enter their circle of trust; to help them? By:

1. Being present; Listening carefully; Asking thought provoking questions; to get a clear perspective of their: Concerns; Confusions; Present circumstances.

The **coach** and client; work together to find the stumbling blocks they face. People feel stuck and stumble in life for many reasons; real or imagine. Some are:

1. Overwhelmed: task too big; which leads to procrastination.
2. Exhausted: tired from dealing with the daily issues of life; which steals their: Faith; Joy; Energy; Hope; Enthusiasm to make a change.

SIX COACHING PRACTICES

1. A Coach Listens: A fool takes no pleasure in understanding, but only in expressing their opinion (Prov. 18:2). Don't be a foolish coach. Let the client get at least 80% of the airtime, while you listen for understanding (not a response).

2. A Coach Ask: The Bible is filled with introspective questions. From "Adam, where are you?" to "But who do you say that I am." Introspective questions are used constantly to push us to examine ourselves.

3. A Coach Sees: The gap between God's holiness and the many areas we can improve infinite. You may see many areas in need of improvement in a person's life, but ignore them and focus on the area (s) your client desires. They set the agenda for the session.

4. A coach gives responsibility: God holds us personally responsible to make the changes we desire in life. In the same way, a coach holds the client responsible to make the necessary changes to reach their desires.

5. A Coach is motivated by Christ-like love: Coaching is a service to God, and should be done thru Christ-like love.

6. A Coach honors individual uniqueness: We are created in the image of Christ, but our personal life history makes us unique. God accepts our uniqueness. Likewise you should accept your client's uniqueness.

THE COACHING CONVERSATION

A coaching conversation has four key elements: *listening*, *asking*, *acting* and *supporting*. Listening and asking are the primary ways the coach moves the conversation forward. These disciplines allow the coach to move clients forward without telling them what to do. Allow the client to discover the answers and make choices, instead of being told what to do.

Intuitive listening and introspective questions push clients to explore more deeply, discover new insights, commit to and take personal responsibility.

Once a goal has been set and strategies discussed, the coach's job is to help the client translate their goal into concrete action steps, and hold them responsible to complete the steps.

Coaching has a special set of tools for problem solving that help clients generate options, choose the best solution, and develop life changing strategies. The client sets the agenda in a coaching conversation.

It's easy to say we will do something, but much harder to actually do it. Once the client has committed to a course of action, a coach provides the on-going support needed to give the client the best possible chance to succeed.

Coaches explain the accountability for action steps, celebrate progress, and affirm their ability to complete their plan. Support is vital to make coaching effective and successful.

COACHING COMMUNICATION

We communicate to each other in a variety of verbal and non-verbal ways. The first step in building and maintaining a coaching relationship is learning how to communicate to others. When communication skills are reasonably developed you can resolve conflict, solve problems, build and maintain relationships. Communication is an essential coaching skill.

In communication you have the intent person (speaker), and the impact person (listener). In perfect communication the impact of the message, would be exactly the same as the intent. You would know exactly what the other person meant.

However, most communication is not **perfect**; because the speaker speaks through a personal filter, and the listener, listens through a personal filter.

Filters hinder communication for several reasons. If a person is:

1. Hungry; Tired; Stressed; Pressured; Sick; Hurried; Previous relationships; Present relationship history. Words can be taken out of context through a person's filter and have a negative effect.

When communication breaks down, **both** people have the responsibility to clarify their meaning. While the impact person (**listener**), has the first responsibility to ask for clarification. However, the intent person (**speaker**) has the responsibility to state the message in a way to be received by the listener.

Positive communication is **three** way communication; not two way.

1. *First*: the **original** message; from the speaker.
2. *Second*: the listener should **respond** if the impact was (negative or positive), to get the true meaning from the speaker.
3. *Third*: The speaker's response to **clarify** their original message.

COACHING COMMUNICATION

Inter-personal relationship skills are important in building and maintaining a relationship that's pleasing to God. Developed communication skills help build and maintain relationships.

These six skills are essential in effective communication.

-#1. Open-ended questions: to obtain a general picture of the situation. Studies show that people give the most valid information when they are allowed to speak freely: in their own words.

1. It encourages the free expression of feelings.
2. It's lack of direction encourages clients to speak at length.
3. It suggests you care about how your client perceives the situation.

-#2. Closed-ended questions: to obtain more specific facts.

- Encourage minimal: encourage further talk and elaboration on details. Repeat exact words that the person is saying in a questioning voice.

1. "Drinking every day before lunch"?
2. "Angry"?
3. "You say your children are having trouble in school"?

-#3. **Paraphrasing**: Feedback the main facts of the conversation.

1. "So you say you drink constantly, mainly after you have a bad day at work".

-#4. **Reflection of feelings**: feedback the feelings of the person.

1. "Sounds as if you're hurt, because of the affects of your drinking on your family".

-#5. **Summarization**: to organize the many facts and feelings of the person and situation, as you heard them.

-#6. **"I" statements**: help you take personal ownership for your feelings and statements, and defuse anger, resentment, and defensive attitude. You can take the conversation to a level where change can result.

NONVERBAL COMMUNICATION

We communicate not only with words but the body as well. There are **five** aspect of body language relevant to communication: eye contact, facial expression, posture, gestures, and voice characteristics.

Eye Contact: Looking at the other person, both when speaking and listening, implies that what is being said is important. This a not crucial in casual conversation.

Facial Expression: Frowning, puffing out one's cheeks, rolling the eyes, or pursing the lips often communicates anger, disbelief, or disapproval. These are communication stoppers. A pleasant or neutral facial expression will communicate that the message is being heard.

Posture: Facing and turning your body toward the other communicates receptivity. Assuming an open body position arms at the side, also communicates receptivity. If you sit or stand with arms folded across your chest with your body

turned away from the other person staring off into space, your nonverbal cues will often be interpreted as being non-receptive or even defensive.

Gestures: Some of the common negative gestures are pointing one's finger (you did wrong), shrugs of the shoulders (I don't care), or shaking one's head no (you are wrong). Position gestures include the absence of negative gestures, plus nodding one's head up down (I hear you) or leaning toward the other (this is important).

Voice Characteristics: Voice Characteristics: Negative traits are accusing tones loud volume, or whining. "A soft answer turneth away wrath" (Prov. 15:1 KJV).

Semi-verbal: These are more nonverbal than verbal, but they are heard and seen by the other person. Heavy sighs or the blowing of air are examples that are usually interpreted negatively.

Overt Behaviors: Slamming doors, banging drawers, throwing things around, and careless or fast driving are usually perceived as outbursts of anger. Many of the negative nonverbal cues are perceived as anger.

The negative nonverbal cues are labeled negative because that is usually how they are read by others; not the communicator.

Blaming communication style; usually results in the other person being defensive.