

ICF Core Competencies

Competency and Description	Sample Questions
<p>1. Meeting Ethical Guidelines and Professional Standards Understand and apply coaching ethics and standards. Stick to coaching. Make appropriate referrals. To learn more, access the recording of <i>The Code of Ethics-Your GPS for Coaching</i> in the members area of the ICF website under the virtual education section of archived learning.</p>	<p>Is there anything about this that may be a therapeutic issue? Do you feel it would be helpful to work with another type of professional? What questions do you have about my role as a coach?</p>
<p>2. Establishing the Coaching Agreement Contract with prospective client about the scope of coaching and how to best work together. Determine agreement for each session, including the focus, desired outcome, and measures of success. Stick to client’s agenda, establishing a new agreement when needed. Check in with client to see if coaching is progressing as desired.</p>	<p>What would you like to explore today? What would make our coaching successful? How will we know that we are heading in the right direction? How are we on track with your objective for this session?</p>
<p>3. Establishing Trust and Intimacy with the Client Create a safe and supportive environment. Foster rapport and connection. Get “in sync” with client. Demonstrate mutual respect and trust.</p>	<p>How are you feeling today? What should I know to coach you effectively? How can I best support you? What do you need most right now?</p>
<p>4. Coaching Presence Show up as engaged, flexible and confident. Stay present to your client and what’s wanting to happen. Share the tiller: involve client in determining coaching approach. Be open to accessing and sharing intuition.</p>	<p>Where would you like to start? Where shall we go from here? I sense _____. Would you like to explore this? I sense your excitement. What possibilities feel the juiciest?</p>
<p>5. Active Listening Listen for all that the client is saying and is not saying. Listen with a “highlighter” to pick up client’s emotion and energy. Reflect back to ensure understanding and to identify areas for further exploration.</p>	<p>I am hearing _____ is this something you’d like to explore further? What’s underneath this feeling of _____? Your energy just changed. What’s happening for you now? Did you hear what you just said?!</p>
<p>6. Powerful Questioning Ask questions for your client’s benefit, not for yours. Ask questions out of curiosity. The best questions are those you have no idea how the client will answer. Use open-ended evocative questions, often beginning with what or how. Don’t rule out close-ended questions. They can test commitment and take away wiggle room.</p>	<p>What do you want? Where would you be without that story/belief? What’s possible if you knew you couldn’t fail? Is that true?</p>

<p>7. Direct Communication Use the client’s language and metaphors. Choose language that empowers and honors the client’s learning style. Be clear and concise. Use challenges, advice, messages, observations, and acknowledgement to motivate and help the client move forward.</p>	<p>What is it you aren’t saying? What do you know to be true? What’s the biggest request I should make? What if there were no limits?</p>
<p>8. Creating Awareness Invite new perspectives. Move beyond problem-solving or fixing to transformation. Encourage client to connect the dots to create ah-has, breakthroughs, shifts, and new learning. Be on the lookout for new insights and signs of growth.</p>	<p>What’s another perspective? What’s the opportunity here? What’s beyond the fear (or other emotion)? Where is your heart pulling you?</p>
<p>9. Designing Actions Help client expand possibilities and explore options for moving forward to achieve desired results. Have client determine best next steps. Actions can be about a way of being, or new learning or thinking. Introduce a spirit of experimentation and encourage inspired action.</p>	<p>What would make the biggest difference? What’s a first step? What needs immediate action? What are your committed actions?</p>
<p>10. Planning and Goal Setting Partner with client to develop goals that are a good fit for the client. Encourage client to set SMART goals that are specific, measurable, attractive, realistic, and timed. Strategize with client ways to bridge identified gaps. Establish priorities for the coaching based on client’s goals.</p>	<p>What would be ideal? How does this goal align with your values? What’s your priority? What strategies will you employ to meet this goal?</p>
<p>11. Managing Progress and Accountability Monitor progress and celebrate accomplishments. Address barriers and strategize ways to work around roadblocks. Consider using a prep form to expedite updates. Help client determine what would help create and sustain momentum and what support systems or structures are needed. Explore accountability beyond accountability to you as the coach.</p>	<p>What would inspire consistent action? What would make this a permanent shift? What would set you up for success? What systems and supports do you need?</p>