# PCC Markers

Revised September 2020

Name of Coach/Session:
Date:
Evaluated by:
Overall:

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| **Competency 3: Establishes and Maintains Agreements**<br>3.1: Coach partners with the client to identify or reconfirm what the client wants to accomplish in this session.<br><br>3.2: Coach partners with the client to define or reconfirm measure(s) of success for what the client wants to accomplish in this session.<br><br>3.3: Coach inquires about or explores what is important or meaningful to the client about what they want to accomplish in this session.<br><br>3.4: Coach partners with the client to define what the client believes they need to address to achieve what they want to accomplish in this session. | |
| **Competency 4: Cultivates Trust and Safety**<br>4.1: Coach acknowledges and respects the client's unique talents, insights and work in the coaching process.<br><br>4.2: Coach shows support, empathy or concern for the client. | |

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| 4.3: Coach acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs or suggestions.<br><br>4.4: Coach partners with the client by inviting the client to respond in any way to the coach's contributions and accepts the client's response. | |
| ## Competency 5: Maintains Presence<br>5.1: Coach acts in response to the whole person of the client (the who).<br><br>5.2: Coach acts in response to what the client wants to accomplish throughout this session (the what).<br><br>5.3: Coach partners with the client by supporting the client to choose what happens in this session.<br><br>5.4: Coach demonstrates curiosity to learn more about the client.<br><br>5.5: Coach allows for silence, pause or reflection. | |
| ## Competency 6: Listens Actively<br>6.1: Coach's questions and observations are customized by using what the coach has learned about who the client is or the client's situation.<br><br>6.2: Coach inquires about or explores the words the client uses.<br><br>6.3: Coach inquires about or explores the client's emotions.<br><br>6.4: Coach explores the client's energy shifts, nonverbal cues or other behaviors.<br><br>6.5: Coach inquires about or explores how the client currently perceives themself or their world.<br><br>6.6: Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.<br><br>6.7: Coach succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding. | |

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| **Competency 7: Evokes Awareness**<br>7.1: Coach asks questions about the client, such as their current way of thinking, feeling, values, needs, wants, beliefs or behavior.<br><br>7.2: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about themself (the who).<br><br>7.3: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about their situation (the what).<br><br>7.4: Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires.<br><br>7.5: Coach shares—with no attachment—observations, intuitions, comments, thoughts or feelings, and invites the client's exploration through verbal or tonal invitation.<br><br>7.6: Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client.<br><br>7.7: Coach uses language that is generally clear and concise.<br><br>7.8: Coach allows the client to do most of the talking. | |
| **Competency 8: Facilitates Client Growth**<br>8.1: Coach invites or allows the client to explore progress toward what the client wanted to accomplish in this session.<br><br>8.2: Coach invites client to state or explore the client's learning in this session about themself (the who).<br><br>8.3: Coach invites the client to state or explore the client's learning in this session about their situation (the what).<br><br>8.4: Coach invites the client to consider how they will use new learning from this coaching session.<br><br>8.5: Coach partners with the client to design post-session thinking, reflection or action. | |

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| 8.6: Coach partners with the client to consider how to move forward, including resources, support or potential barriers.<br><br>8.7: Coach partners with the client to design the best methods of accountability for themselves.<br><br>8.8: Coach celebrates the client's progress and learning.<br><br>8.9: Coach partners with the client on how they want to complete this session. | |