ICF Mentor Coaching Session Observation Form - ACC

rev. 06.18.26

Overview

Mentorcoaching is an essential element of a coach's professional development, providing an opportunity to engage with a seasoned practitioner and receive constructive feedback on their coaching skills and support for continued learning and growth.

While mentor coaching is encouraged for all coach practitioners, coaches pursuing an ICF credential are required to engage with a specialized mentor coach to document their demonstration and formative development of required coaching skills at their respective credential level (ACC, PCC, MCC). To allow for reflective practice, learning and skill development, mentor coaching must take place over at least three months, with a minimum of three hours of one-to-one engagement, using this form, with a specialized mentor coach.

This form required for use with mentor coaching clients beginning January 1, 2027, enables specialized ICF Mentor Coaches to document observations of a client's coaching skills during an observed coaching session. Coaching sessions may be observed live or through an audio or video recordings.

Mentor coaches must complete this form for each coaching session observed as part of one-to-onementor coaching.

Specialized Mentor Coach Expectations

Specialized ICF mentor coaches play a critical role in the development of individual coach practitioners, their learning and skill development, and their capacity to deliver safe, ethical coaching services to their clients. Mentor coaches also play an important role in assuring the quality, credibility, and upholding of ICFValues.

In carrying out these responsibilities, specialized mentor coaches agree to adhere to the following:

- Ensure that the documentation of a client's coaching skills is conducted in accordance with the ICF criteria, requirements, and standards.
- Provide guidance and support on the importance of maintaining ethical standards in coaching.
- Provide guidance and support to the client in the development of coaching skills across all ICF Core Competencies.
- Maintain accurate records of mentor coaching engagements.
- Maintain the security of mentor coaching records in accordance with relevant jurisdictional laws and regulations.

Documentation Requirements

When observing a mentor coaching client's coaching session, the mentor coach should listen for and document evidence of each required behavior or skill. After observing the client's demonstration of a particular skill, the mentor coach will a) rate the client's performance for each required skill and b) enter the evidence within the session that the client demonstrated the skill.

If the mentor coaching client does not demonstrate a particular skill competently, the mentor coach should provide developmental feedback. Recommended best practices suggest reviewing the coaching session within two business days of the review session with your mentor coaching client, to support the delivery of meaningful feedback to the client.

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Administrative Information

Complete the following administrative information:

1. Mentor Coach Name:
2. Mentor Coach Email:
3. Mentor Coach Client Name:
4. Mentor Coach Client Email:
5. Date of Client's Coaching Session or other Session Identification:

   Note: *There is no recency requirement for client coaching sessions.*
6. Date of Mentor Coaching Session:
7. Level of the mentor coaching services provider:

   ☒ ACC ☐ PCC ☐ MCC

Client Reflection Instructions

Instructions: Provide the following reflection questions to your mentor coaching client ***beforethe*** mentor coaching session, allowing them time to thoughtfully reflect on their work and complete their responses in advance.

> Pre-Review Reflection: Prior to reviewing this session with your mentor coach, listen to the recording of your coaching and reflect on your demonstration of coaching skills in this session. What skills did you demonstrate proficiently, based on yourreflection?What areas do you believe you have opportunities for improvement or growth?

Instructions: Provide the following reflection prompt to your mentor coaching client ***afterthe*** mentor coaching session, allowing them time to thoughtfully reflect on their work and complete their response.

> Post Review Reflection: Following the review of your observed coaching session and demonstration of coaching skills with your specialized mentor coach, reflect on specific areas of your coaching where you demonstrated proficiency and growth, as well as 2-3 skills for your continued development.

Mentor Coach Self-Review Checklist

Complete this self-review checklist before completing the Mentor Coaching Session Observation form:

☒ I hold an active ICF Mentor Coach Specialization (MCS)-ACC.

☒ I am not related to or have a known conflict of interest with the mentor coaching client.

☒ I have read, understand, and agree to follow the mentor coaching expectations as listed above.

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ACC Observed Coaching Behavior Performance Level

Evaluate the session using the behavioral statements below for the credential level indicated above. The client coaching session should be reviewed and evaluated prior to the feedback session with the mentor coaching client.

Competency 1: Demonstrates Ethical Practice

Definition: Understands and consistently applies coaching ethics and standards of coaching.

Familiarity with the ICF Code of Ethics and its application is required for all levels of coaching and the standard for demonstrating a strong ethical understanding of coaching is similar and rigorous for all levels of ICF credentialing.

Within a live or recorded coaching session, a coach must demonstrate that they are 1) in alignment with the ICF Code of Ethics, and 2) that they are in consistent alignment with their role as coach.

Failure to demonstrate either of these two behaviors will require additional mentor coaching until the client's coaching is aligned with ethical practices, even if the required skills are otherwise demonstrated at theACC level.

Please listen to and evaluate the entire recording before considering the following Qualifiers for Competency 7: Demonstrates Ethical Practice.

If there was sufficient evidence that a qualifier was demonstrated, you should select the "Observed" option next to the appropriate qualifier.

If either of these qualifiers did not occur, simply select the "Not Observed" option next to the appropriate qualifier.

Ql. Coach demonstrates alignment with the ICFCode of Ethics.

☒ Observed ☐ Not Observed

Q2. Coach is in consistent alignment with the role ofa coach.

☒ Observed ☐ Not Observed

If either of these qualifiers is marked as not observed.Provide context or examples supporting your observations. Please be sure to indicate the specific ethical standard in question from the ICF Code of Ethics.

Once your comments have been made, please continue completing the remainder of the form.
Should a potential breach of the ICF Code of Ethics present itself in a manner beyond what can be addressed in your mentor coaching session, please file a complaint here.
Comments:

Click or press enter to enter text.

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Competency 2: Embodies a Coaching Mindset

Definition: Engages in ongoing personal and professional learning and development as a coach. Works with coaching supervisors or mentor coaches as needed. Develops and maintains a mindset that is open, curious, flexible, and client-centered.

Competency 2: Embodying a coaching mindset-a mindset that is open, curious, flexible and client-centered - is a process that requires ongoing personal and professional learning and development as a coach. These elements take place overthe course of a coach's professional journey and cannot be fully captured in a single moment in time. There are no behavioral statements in th is Competency area.

For each behavioral statement listed under Competencies 3 through 8, please select the rating that best describes the mentor coaching client's demonstration of the behavior or skill, according to the following definitions. For full context of the rating scale and how to use it, please refer to the ACC BARS Resource Guide.

- Exceeds the standard (exemplary demonstration).
- Meets the standard (proficient demonstration).
- Below the standard (partial demonstration).
- Does not meet standard (not demonstrated).
- N/A- Notapplicable(to be used in rare cases in which the behavior as described by the statement was not relevant tot he conversation or there were no opportunities forthe coach to demonstrate the behavior).

Directions: *Below each behavioral statement, select the rating option thatbestref/ectstheclient's demonstration of the skill during the observed session.*

Please list evidence from the session, such as timestamps or quotes, to support your selected rating option inthe space that follows. if you observed a session that isnot recorded and does not contain timestamps, please specify that "notimestamps were recorded in the session".

Competency 3: Establishes and Maintains Agreements

Definition: *Partners with the client andrelevant stakeholders to create clear agreements about the coaching relationship, process, plans, and goals. Establishes agreements for the overall coaching engagement as wellas those for each coaching session.*

A3.l Coach explores the client's topic with the client

☒ Exceeds Standard ☐ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach asked, "Can you share more with me about your interest in creating community in the workplace?"

A3.2 Coach and client reach agreement on what the client wants to accomplish as a session outcome.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

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Evidence of Behavior:

Coach asked, "At the end of our time together, what outcome would you like to accomplish?

A3.3 Coach explores the significance of the coaching outcome to the client.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach asked, "What makes this meaningful for you to talk about today?"

A3.4 Coach attends to the agreed upon agenda throughout the session.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach listened and asked questions that were in line with the client's desired agenda and checked in mid-session to ensure the client felt the session was progressing toward their stated goals.

Competency 4: Cultivates Trust and Safety

Definition: *Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.*

A4.1 Coach acknowledges the client's work in the session.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach reflected "It sounds like you might have had an insight there? Is that true?"

A4.2 Coach expresses respect, support, or concern for the client.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach reflected "It sounds like you really care about your family."

A4.3 Coach supports the client's expression of feelings, perceptions, concerns, or beliefs.

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard X Does Not Meet Standard ☐ N/A

Evidence of Behavior:

When client shared concern about the repercussions of taking the next step, coach negated the feeling with the comment "I'm sure there's nothing to worry about."

Competency 5: Maintains Presence

Definition: *Is fully conscious and present with the client, employing a style that is open, flexible, grounded, and confident.*

A5.1 Coach is observant and responsive to the client.

☒ Exceeds Standard ☐ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach noticed, reflected and asked about the client's words, body language and changes in energy. "As you talk about the strategies you have created for the upcoming meeting, I think I noted an energy change in you. What do you notice?

A5.2 Coach demonstrates curiosity about the client, or their agenda, or both.

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard ☒ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach made an assumption about the client's situation, "Obviously, with the current economy, it wouldn't be a good time to leave your job."

A5.3 Coach provides space for the client to lead during the session.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

At various points in the session, the coach invited the client to choose the path forward, for example; "Where would you like to go from here in our discussion?"

A5.4 Coach is silent to allow time for the client to reflect.

☐ Exceeds Standard ☐ Meets Standard ☒ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

This coach did leave space at times for the client to reflect, but there were two times that the coach interrupted and talked over the client.

Competency 6: Listens Actively

Definition: *Focuses on what the client is and is not saying to fully understand what is being communicated in the context of the client systems and to support client self-expression.*

A6.1 Coach listens by recognizing feelings, perceptions, challenges, or beliefs.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

The coach noted "As you are talking, I am not sure, but am I noticing that you have a belief around your ability to learn new skills?"

A6.2 Coach inquires about, explores, or includes the client's use of language.

☒ Exceeds Standard ☐ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

There were multiple examples of the coach incorporating the client's language into their questions, i.e. "You mentioned being unable to 'stick the landing.' What would it mean for you to be able to successfully 'stick the landing?'

A6.3 Coach summarizes or paraphrases what the client communicates to confirm the coach's understanding.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach briefly summarized the client's communication, reflecting the essence of what was said, "What I heard was that you have some concerns about the ways in which people are communicating in your workplace and it is important for you to find a way to make a difference in this for your direct reports."

Competency 7: Evokes Awareness

Definition: *Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor, or analogy.*

A7.1 Coach supports the client in viewing the situation from different perspectives.

☐ Exceeds Standard ☐ Meets Standard ☒ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

The coach missed opportunities to invite the client to consider a different perspective. For example, when the client shared "I feel stuck with no way out" the coach might have said "I hear the sense of feeling stuck. If you were to zoom out and take a "balcony view" of this situation, what might you see differently?

A7.2 Coach inquires about the client's feelings, perceptions, behaviors, or beliefs.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

The coach responded to the client's sharing of feelings with the question "Can you share more about what you mean by feeling unsure?"

A7.3 Coach asks clear, open-ended questions, one at a time.

☒ Exceeds Standard ☐ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

The coach did an excellent job with this competency. They continuously asked one clear question at a time such as "What else might you think about to move your project forward?" and "How do you see what you just shared supporting your goals?"

Competency 8: Facilitates Client Growth

Definition: *Partners with the client to transform learning and insight into action. Promotes client autonomy in the coaching process.*

A8.1 Coach asks questions about what the client has learned during the session.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach signaled that the ending was approaching and left space for the client to be complete. Coach asked, "What insights have you taken from our session today?"

A8.2 Coach supports the client to use their learning to plan next steps.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach asked, "How can you take the new awareness you've gained in this session and put it to use as you create your path forward?"

A8.3 Coach supports the client to close the session.

☐ Exceeds Standard ☒ Meets Standard ☐ Below Standard ☐ Does Not Meet Standard ☐ N/A

Evidence of Behavior:

Coach asked, "How would you like to close our session today?"

Observation Feedback

Please provide detailed feedback based on the observed coaching session. This includes a minimum of 2-3 areas of strength and 2-3 areas for development, accompanied by evidence (timestamps from a transcript, quotes from the coaching conversation, or what the coach may have said in a live session) and written feedback based on your observations of the competencies.

Areas of Strengths:

Competency 3: Establishes and Maintains Agreements

Statement for Feedback: This is an area of strength for the coach. They worked with the client to explore the topic and define the desired outcome. The coach also stayed with the client's agenda.

Feedback Comments:

Examples:

The coach did a nice job with this, taking her time and asking questions to evoke awareness and clarity such as: "Can you share more with me about your interest in creating community in the workplace?" and "At the end of our time together, what outcome would you like to accomplish?

Competency 4: Cultivates Trust and Safety

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Competency 5: Maintains Presence

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Click or press enter to enter text.

Competency 6: Listens Actively

Statement for Feedback: This coach listens deeply and asks questions about what they think they might be hearing or noticing in the client's words and body language. Click or press enter to enter text.

Feedback Comments:

There were multiple examples of the coach incorporating the client's language into their questions, i.e. "You mentioned being unable to 'stick the landing.' What would it mean for you to be able to successfully 'stick the landing?'

Competency 7: Evokes Awareness

Statement for Feedback: The Coach did an excellent job with this competency

Feedback Comments:

The coach continuously asked one clear question at a time such as "What else might you think about to move your project forward?" and "How do you see what you just shared supporting your goals?"

Competency 8: Facilitates Client Growth

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Click or press enter to enter text.

Areas for Development:

Competency 3: Establishes and Maintains Agreements

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Click or press enter to enter text.

Competency 4: Cultivates Trust and Safety

Statement for Feedback: The coach did not meet this standard consistently. At times the coach did not respond to the client's stated feelings. Instead, in an effort to help the client "feel better," the client negated the client's feelings.

Feedback Comments:

For example:

When client shared concern about the repercussions of taking the next step, coach negated the feeling with the comment "I'm sure there's nothing to worry about."

Competency 5: Maintains Presence

Statement for Feedback: This client has a tendency to make assumptions at times instead of exhibiting curiosity.

Feedback Comments:

At times the coach made assumptions, such as "Obviously, with the current economy, it wouldn't be a good time to leave your job."

Competency 6: Listens Actively

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Click or press enter to enter text.

Competency 7: Evokes Awareness

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Click or press enter to enter text.

Competency 8: Facilitates Client Growth

Statement for Feedback: Click or press enter to enter text.

Feedback Comments:

Click or press enter to enter text.

Mentor Coach Signature

By signing, I attest tot he following:

- I have observed myclient's coaching session and provided a full, accurate, documented evaluation of their demonstrated coaching skills in this session, based on the ICF Minimum Skills Requirements for the specific credential level.
- I have reviewed the completed Client Session Observation form in real time with my mentor coaching client, and have discussed their skill demonstration in this session, areas of strength and opportunities for continued development.
- I have reviewed and discussed with my mentor coaching client their self-reflections completed ***priorto*** this session ***and*** **afterreceiving** my feedback from this session.
- In signing this form, I grant permission to my mentor coaching client to share this completed form with the ICF, if required for credentialing or credential renewal purposes.

Mentor Coach's Printed Name:

Mentor Coach's Signature:

Date Signed:

DIRECTIONS TO COMPLETE THE SESSION OBSERVATION FORM

I. Sign the completed form (digital or written signatures are both accepted).
2. Save the document as a PDF.
3. Send the PDF document to your Mentor Coaching Client.
4. If the Mentor Coaching Client uses this engagement towards an ICF credential or credential renewal application:
    a. ICF will contact youat the email address provided to verify the mentor coaching engagement.
    b. If your client's credential application is selected for audit, they maybe required to submit this form to ICFforverification purposes.

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