

FACILITATION GUIDE

Professional Coaching Mastery Certification – Mentoring on ICF Core Coaching Competency.

This collateral intends to guide you through the role of an Ignite Mentor for Professional Coaching Mastery Certification for Coaching Individuals. ACC Markers are fully integrated into this facilitation guide and only some essential PCC Markers are incorporated. It is not possible to demonstrate all the markers below within a regular coaching conversation, hence the coach is NOT expected to demonstrate all markers.

- ✓ Any of the markers is highlighted in yellow, requires feedback when they are either observed, partially observed or not observed. These are key skills that need to be demonstrated in a professional coaching session, unless the context of application of markers are not applicable depending on the situation.
- ✓ If any of the markers highlighted in green are absent, not demonstrated (not observed) in the coaching session, there is no necessity to include feedback as not demonstrated. If demonstrated, it deserves a praise.
- ✓ Not all markers highlighted in yellow require feedback, point out the most important insights as feedback.
- ✓ It is not necessary for the coaches to know the technicalities of marking at all.
- ✓ The feedback is provided on basis of “Observed”, “Partially Observed” or “Not observed”.
- ✓ Observed – express how well it was demonstrated.
- ✓ Partially observed – express how can the competency be incorporated fully.
- ✓ Not observed – express what is required to be incorporated in very brief (delivered with light energy and in an empowering way).
- ✓ Constructive feedback first, followed by positive feedback.
- ✓ Keep constructive feedback short, and never repeat.
- ✓ Be considerate and empathetic when providing constructive feedback.
- ✓ Be generous and celebrate when providing positive feedback.
- ✓ Grading: Observed = 2 Marks. Partially Observed = 1. Not Observed = 0. (In case of unsure, tap into your intuition)
- ✓ Grades are only assigned to the markers highlighted in yellow and when N/A is not stated.
- ✓ Over all Grade will not be shared with the coach.
- ✓ Total grade for this assessment is 34.
- ✓ If the client received below 50%, mentor informs the lead facilitator of that particular training.
- ✓ Maximum length of a feedback session is limited to 15 minutes.

PCMC MARKERS:

Ref:	PCMC Marker	What to look for:	Observation : (✓)		Key words from client to note down.	Key sharing (brief) of the coach (not to forget).	Positive reactions to gift.	Grade
			Observed, or Partially Observed	Not Observed				
01.	Aware of the goal setting.	Initiates and drives goal setting for the session.						
02.	Aware of the SMART Goal setting.	Explores at least one element of SMART directly or intuitively. And the goal setting is acceptable although the client might not touch upon each SMART element.						
03.	Prompt inquiry on Measure of Success	Prompts the inquiry or demonstrates the awareness.						N/A
04.	Goal is relevant to the client.	The goal is NOT more relevant to a third person who is not in the coaching session.						N/A
05.	Reconfirm what the client wants to accomplish in this session (goal).	Briefly repeats the goal back to the client and confirms. Or invite the client to repeat the goal.						
06.	What is important or meaningful to the client about what they want to accomplish in this session.	Explores beyond surface level goal meaningfully.						N/A

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			Observed, or Partially Observed	Not Observed				
07.	Dives into the exploration with openness.	Look for open ended inquiry in catalyzing awareness.						N/A
08.	Powerful inquiry	Look for powerful inquiry.						
		Asks one question at a time						
		Questions are short and precise.						
09.	Open ended inquiry	Open ended inquiry is made when necessary and at necessary instances. (30% of close-ended inquiry is acceptable.)						
10.	Coach inquiries about or explores the words the client uses	Picking key words, clarification or meaning of terms used by the client.						N/A
11.	Coach partners with the client by supporting the client to choose what happens in this session.	Checks in with the client that the client is moving in the right direction. Recognizes and acts upon change of direction in the coaching goal.						N/A

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			Observed, or Partially Observed	Not Observed				
12.	Listens actively	Responds to the directly-important points of the conversation.						
		At least 60% of talking is done by the client.						
		Demonstrates silence between conversation.						
		Allows space for client to reflect.						N/A
		Uses verbal, and bodily gestures to listen actively						N/A
13.	Coach is present to their own internal process.	Visible that the coach is self-aware or self-regulating.						N/A
14.	Coaching Presence	Coach demonstrate being present for the client as well as self.						N/A
15.	Acknowledges and respects the client's unique talents, insights and work in the coaching process.	Look for compliments (at least one), admiration for the client, offer support, confirmation of ideas, concern and etc....						

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16.	Acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs or suggestions.	Inquire about the client's emotion or energy shift.						N/A
17.	Succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding.	At least one summary during the session.						
18.	Provides feedback.	Shares—with no attachment—observations, intuitions, comments, thoughts or feelings, and invites the client's exploration through verbal or tonal invitation.						
19.	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.	Comfortable being proven wrong.						N/A

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20	Coach is able to be vulnerable.	Does not operate in comfort zone.						N/A
21	Action Emerging Conversation.	The conversation generates action points. (Unless it is visible that the session does not generate actions in the context of the discussion)						N/A
		Coach further inquires about the emerged action/s						N/A
		Coach demonstrates support in moving further.						
		Explores potential barriers.						N/A
22	Partners with the client to design the best methods of accountability for themselves	Inquires about accountability or support. Self-accountability is present.						
		Inquires beyond self-accountability.						N/A
23	Use creativity in the coaching conversation	Utilizes the opportunity of metaphors, analogies and etc. (if any)						N/A
		Communicates creatively						N/A

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24	Coach inquires client learning on surface level.	What has the client learn about the situation?						N/A
25	Coach inquires client learning on a higher level.	What has the client learnt about themselves?						N/A
		How would the client use this learning in the future?						N/A
26	Operates from a place of unknown.	Does not lead the client in a learning style familiar to the coach.						N/A
		No tendency to solve problems for the client.						N/A
		Conversation is not leading in a deliberate solution-oriented direction.						
		Does not appear as the expert.						

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27	Being a wonderful human being	Kindness, compassion thoughtfulness for the client demonstrated.						N/A
		Humanly qualities, energies and presence are demonstrated.						N/A
		Clear demonstration of empathy, yet coach is non-attached.						N/A

Final Grade: .../34

Further actions and recommendations for the coach:

Name of the Mentor :

Date :

As a Mentor :

	Where can I improve as a Mentor	What do I celebrate from this session?
1.		
2.		
3.		