

## MCC Behavioral Statements for ICF Performance Evaluations

MCC COMPETENCY BEHAVIOR STATEMENTS	
3. ESTABLISHES AND MAINTAINS AGREEMENTS Partners with the client and relevant stakeholders to create clear agreement about the coaching relationships, process, plans and goals. Establishes agreements for the overall coaching engagement as well as those for each coaching session.	
3.1 Coach partners with the client to explore the topic or focus of the session at a level that is meaningful to the client.	
3.2 Coach partners with the client to keep the desired outcome as a guide to the coaching conversation in a flexible, gentle, and natural manner.	
3.3 Coach notices subtle shifts in the conversation and invites the client to change direction if the client desires.	
4. CULTIVATES TRUST AND SAFETY 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.	
4.1 Coach engages the client as an equal partner in a collaborative coaching process.	
4.2 Coach exhibits genuine curiosity about the client as a whole person by inviting the client to share more about themselves or their identity.	
4.3 Coach provides space for the client to fully express themselves, share feelings, beliefs, and perspectives without judgment.	
4.4 Coach acknowledges the client and celebrates client progress.	
5. MAINTAINS PRESENCE Is fully conscious and present with the client, employing a style that is open, flexible, grounded and confident.	
5.1 Coach responds to the client in a manner that keeps the conversation flowing with the client leading the way.	
5.2 Coach remains curious and attentive to the client, exploring what the client needs throughout the session.	
5.3 Coach engages in the coaching conversation with ease and fluidity.	
5.4 Coach leverages silence to support the client and the client's growth.	

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6. LISTENS ACTIVELY 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.	
6.1 Coach responds to client with an invitation into a deeper exploration of client thinking and behaviors.	
6.2 Coach's responses to the client demonstrate an understanding of the client's emotions, energy or learning and growth, in alignment with the client's agenda.	
6.3 Coach reflects what the client communicates in relation to the context of the whole person.	
7. EVOKES AWARENESS Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor or analogy.	
7.1 Coach partners with the client to explore the client's stories, metaphors, and imagery that support growth and learning.	
7.2 Coach stimulates new client insights with minimal, precise questions.	
7.3 Coach asks questions that challenge the client to explore more deeply or to go beyond current thinking or feeling.	
7.4 Coach shares with fluidity insights, observations, or questions from the client's words and actions to foster awareness.	
8. FACILITATES CLIENT GROWTH Partners with the client to transform learning and insight into action. Promotes client autonomy in the coaching process.	
8.1 Coach checks in with the client and their progress, learnings, and insights in natural and spontaneous ways throughout the session.	
8.2 Coach invites the client to sense and reflect on what they are learning about themselves.	
8.3 Coach cultivates an environment for the client to intentionally apply their own learning.	

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OVERALL BEHAVIORAL STATEMENTS MCC level coaching behaviors that extend beyond any one competency.	
O1. Coach invites the client to explore the lens through which the client is observing their current situation.	
O2. The coach's comments and questions come from the totality of what they have learned about who the client is and their coaching purpose.	
O3. Coach's invitations to the client primarily focus on exploring deeper learning or a path forward.	

Rating BARS: (Behaviorally Anchored Rating Scales)

(6) Exemplary – (5) Extremely Proficient – (4) Proficient – (3) Sufficient – (2) Not quite Sufficient – (1) Insufficient – (1) Not Applicable

For PASS, a candidate's score is determined by averaging the scores within each Competency area. The Average Competency scores are then averaged to determine the overall score for the recording. The overall passing score is between Sufficient and Proficient. (3.5)

### FINAL RATING:

NOTE: For your own self-reflections, please read the ICF document, "Updated MCC Minimum Skills Requirements" in conjunction with this FEEDBACK worksheet and take into account the Pass and Not Pass information for each competency.

The scoring provided is the best of my knowledge based on my years of experience of mentoring, and as an active ICF Assessor for MCC, PCC and ACC applicants since 1998. I will always give you my best understanding of the scoring, and whether I would pass or not pass your coaching demonstration. However, I cannot ethically guarantee my scoring is what you would receive from ICF Assessors in the ICF credentialing process.