

## ICF-LA Credentialing SIG, February 19, 2026

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### Handout for Learning Focus: Competency #4: Cultivates Trust and Safety

#### Core Competency 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.*

#### From ACC, PCC and MCC Minimum Skills Requirement documents:

**The key coaching skills across all levels for Competency 4: Cultivates Trust and Safety are:**

- The coach partners with the client to create a safe, supportive environment that encourages the client to share freely.
- The coach demonstrates trust in and respect for the client's unique ways of processing and creating.
- The coach is open and transparent to foster mutual trust.
- The coach acknowledges the client's unique contributions in the coaching process.

#### Behaviors assessed at ACC skill level

- Coach acknowledges the client's work in the session.
- Coach expresses respect, support, or concern for the client.
- Coach supports the client's expression of feelings, perceptions, concerns, or beliefs.

#### Behaviors assessed at PCC skill level

- Coach acknowledges and respects the client's unique talents, insights, and work in the coaching process.
- Coach shows support, empathy, or concern for the client.
- Coach acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs, or suggestions.
- 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.

#### Behaviors assessed at MCC skill level

- Coach acknowledges the client's learning or growth at any moment in the session.
- Coach recognizes the client's emotions, strengths, or other unique characteristics.

- Coach seeks to understand the client by inviting the client to share more about themselves, their perspectives, or their identity.
- Coach demonstrates empathy for what the client has expressed.