

**ICF-LA Credentialing SIG, June 18, 2026**  
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**Handout for Learning Focus:**  
**Competency #3: Establishes and Maintains Agreements**

**Core Competency Definition**

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

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

**The key coaching skills across all levels for Competency 3: Establishes and Maintains Agreements are:**

- The coach co-creates an agreement for the session.
- The coach partners with the client to define the components of the agreement.
- The coach continues in the direction of the client's desired outcome, unless the client indicates otherwise.

**Behaviors assessed at ACC skill level**

- Coach explores the client's topic with the client.
- Coach and client reach agreement on what the client wants to accomplish as a session outcome.
- Coach explores the significance of the coaching outcome to the client.
- Coach attends to the agreed upon agenda throughout the session.

**Behaviors assessed at PCC skill level**

- Coach partners with the client to identify or reconfirm what the client wants to accomplish in this session.
- Coach partners with the client to define or reconfirm measure(s) of success for what the client wants to accomplish in this session.
- Coach inquires about or explores what is important or meaningful to the client about what they want to accomplish in this session.
- 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.

### **Behaviors assessed at MCC skill level**

- Coach partners with the client to identify the focus of the session.
- Coach explores and clarifies several aspects of the topic.
- Coach confirms the mutual understanding of the client's desired session outcome.
- Coach notices possible shifts emerging in the conversation and clarifies the desired direction of the session with the client.