

ICF-LA Credentialing SIG, August 20, 2026

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Handout for Learning Focus: Competency #6: Listens Actively

Core Competency 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.

From ACC, PCC and MCC Minimum Skills Requirement documents:

The key coaching skills across all levels for Competency 6: Listens Actively:

- The coach hears what the client is and is not communicating in relation to their agenda.
- The coach integrates the client's unique use of words into their questions and observations.
- The coach notices and inquires about the client's non-verbal cues and body language.
- The coach offers what they see, hear, feel, or sense and accepts the client's response.

Behaviors assessed at ACC skill level

- Coach listens by recognizing feelings, perceptions, challenges, or beliefs.
- Coach inquires about, explores, or includes the client's use of language.
- Coach summarizes or paraphrases what the client communicates to confirm the coach's understanding.

Behaviors assessed at PCC skill level

- Coach's questions and observations are customized by using what the coach has learned about who the client is or the client's situation.
- Coach inquires about or explores the words the client uses.
- Coach inquires about or explores the client's emotions.
- Coach explores the client's energy shifts, nonverbal cues, or other behaviors.
- Coach inquires about or explores how the client currently perceives themselves or their world.
- Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.
- Coach succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding.

Behaviors assessed at MCC skill level

- Coach recognizes the nuances of language, emotions, energy, or behaviors in relation to the client and the client's agenda.
- Coach's response demonstrates understanding of the client's thinking, feeling, or insight in the moment.
- Coach explores what the client communicates in relation to multiple dimensions of the client.