**ICF PCC MARKERS:** https://coachfederation.org/pcc-markers

**Agreement Setting**

* Coach helps the client identify, or reconfirm, what s/he wants to accomplish in the session.
* Coach helps the client to define or reconfirm measures of success for what s/he wants to accomplish in the session.
* Coach explores what is important or meaningful to the client about what s/he wants to accomplish in the session.
* Coach helps the client define what the client believes they need to address or resolve in order to achieve what s/he wants to accomplish in the session.
* Coach continues conversation in direction of client's desired outcome unless the client indicates otherwise.

**Trust & Intimacy**

* Coach acknowledges and respects the client’s work in the coaching process.
* Coach expresses support for the client.
* Coach encourages and allows the client to fully express him/herself.

**Coaching Presence**

* Coach acts in response to both the whole person of the client and what the client wants to accomplish in the session.
* Coach is observant, empathetic and responsive.
* Coach notices and explores energy shifts in the client.
* Coach exhibits curiosity with the intent to learn more.
* Coach partners with the client by supporting the client to choose what happens in the session.
* 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.
* Coach partners with the client by playing back the client's expressed possibilities for the client to choose from.
* Coach partners with the client by encouraging the client to formulate his or her own learning.

**Active Listening**

* Coach’s questions and observations are customized by using what the coach has learned about who the client is and the client’s situation.
* Coach inquires about or explores the client’s use of language.
* Coach inquires about or explores the client’s emotions.
* Coach inquires about or explores the client's tone of voice, pace of speech or inflection as appropriate.
* Coach inquires about or explores the client's behaviors.
* Coach inquires about or explores how the client perceives his/her world.
* When appropriate, coach is quiet and gives client time to think.

**Powerful Questions**

* Coach asks questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.
* Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about himself/herself.
* Coach's questions help the client explore beyond his/her current thinking to new or expanded ways of thinking about his/her situation.
* Coach’s questions help the client explore beyond current thinking towards the outcome s/he desires.
* Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking and reflection by the client.
* Coach’s questions use the client’s language and elements of the client’s learning style and frame of reference.
* Coach’s questions are not leading, i.e. do not contain a conclusion or direction.

**Direct Communication**

* Coach shares observations, intuitions, comments, thoughts and feelings to serve the client’s learning or forward movement.
* Coach shares observations, intuitions, comments, thoughts and feelings without any attachment to them being right.
* Coach uses the client’s language or language that reflects the client’s way of speaking.
* Coach’s language is generally clear and concise.
* The coach allows the client to do most of the talking.
* Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.

**Creating Awareness**

* Coach invites client to state and/or explore his/her learning in the session about her/his situation (what).
* Coach invites client to state and/or explore his/her learning in the session about her-/himself (who).
* Coach shares what s/he is noticing about the client and /or the client’s situation, and seeks the client’s input or exploration.
* Coach invites client to consider how s/he will use new learning from the coaching.
* Coach’s questions, intuitions and observations have the potential to create new learning for the client.

**Designing Actions, Planning and Goal Setting, Managing Progress and Accountability**

* Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.
* Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.
* Coach assists the client to design what actions/thinking client will do after the session in order for the client to continue moving toward the client's desired outcomes.
* Coach invites or allows client to consider her/his path forward, including, as appropriate, support mechanisms, resources and potential barriers.
* Coach assists the client to design the best methods of accountability for her/himself.
* Coach partners with the client to close the session.
* Coach notices and reflects client’s progress.