SUMMIT COACH TRAINING
from Pinnacle

How to put your best foot forward in your ACC performance review

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Secure your client:

- Your performance evaluation must be from an actual coaching session between you and a paid or pro bono client (e.g., not part of your coaching classes). The client may not be a coach unless that person is a regular client. A regular client is an individual who has come to you for coaching and for no other reason.
- Select a client with whom you feel comfortable as coach for a 35-45 minute coaching session. (The ICF sets 20 minutes as a minimum and 60 minutes as a maximum. The 35-45 minute window gives you ample time to demonstrate competencies while holding the assessor's attention.) If you normally coach with this client for a longer or shorter period of time, you can adjust your fee accordingly or offer this session as a bonus to your client.
- Explain that you would like to record the coaching session and submit it for evaluation as part of your ICF credentialing application. Assure the client that only the coach is being evaluated and that only your assessor and/or ICF will hear the conversation.
- Ask the client to sign a "consent to record" form.

Prepare your client:

- You will need to submit your recording in an audio-only format (MP3, WMA, MP4 or M4A). Work with your client to select the best recording option. You can use Zoom (there is an option to record and download audio only, even if you use video for the session), freeconferencecall.com, or another means.
- Ask your client to join the coaching session from a location as free from distractions as possible and with strong wi-fi (if applicable).
- Explain that your goals for the session are two-fold: to benefit the client's forward movement and to demonstrate your competency as a coach. Regarding the latter, the conversation might be more formal in tone than usual.

Prepare yourself:

- Review the ICF core competencies (https://coachingfederation.org/credentials-and-standards/core-competencies) and the minimum skills requirements for ACC credential applicants (https://coachingfederation.org/credentials-and-standards/performance-evaluations/minimum-skills-requirements).
- Take time to get into the coaching mindset before you start your session.

Start your session:

- Get most small talk out of the way before you start recording. When the recording begins, explain again who will hear the recording and ask for verbal consent to record. This is for the assessor's benefit. Then work toward establishing the agreement for the coaching session.
- Note that the session must be continuous for recording purposes. In other words, there can only be one audio file, and it cannot be edited.

Prepare your recording for submission:

- Listen back to your recording to check the sound quality.

Additional tips:

- You might need to record a few coaching sessions before you have one that you feel good about submitting for assessment. This is normal. You can learn a lot from listening back to sessions you record but don't submit.
- If you normally have clients fill out a coaching call preparation sheet, great! Remember, though, that your assessor cannot see that sheet. All the assessor has to go on is the session itself. If you reference a prep sheet, make sure you confirm the information on it (e.g., client's goals for the session) with the client during the session.
- If you clearly establish the agreement with the client at the beginning of the session (what the client wants to talk about, what the client hopes to get out of the session, what is meaningful to the client about that goal), the rest of the session will flow much more smoothly.
- After asking the client how best to end the session, state that you are ending the recording, and save logistics such as scheduling the next coaching session until after the recording is off.