

## MINIMUM REQUIREMENTS for the Quickstep Oral Coaching Exam

**Basic Coaching Process:** Regardless of your coaching model, we will be looking for these broad major coaching elements.

1. **Mention Confidentiality / Recording / Opening Question.** - *What would you like to focus on today?*
2. **Refine the Focus to a Goal** - *What would you like to accomplish? How will you resolve this issue? What will it mean to you if you achieve this goal?*
3. **Is there a problem beneath the problem?** - *What seems to be the real problem you're facing? What's getting in the way? What are you not telling me? Is this what you really want to work on?*
4. **What will success look like?** - *What would you like to walk away with today? How will you know you accomplished your goal?*
5. **Are the two of you on the same page with the goal?** - *Summarize in 8 - 10 words, "You want to ..."*
6. **What are the client's options?** - *What are your options? What is the best option for you? How will this help you reach your goal?*
7. **What strategy will the client develop?** - *What will be your strategy? How – when – where will you make it happen?*
8. **Who will support the client through the strategy?** *Who is the best person to keep you on track with your action plan?*
9. **Results** - *What did you learn from this session? How have you changed as a result of this session?*

Certification will be grant if ...	Certification will not be granted if ...
<ul style="list-style-type: none"> <li>Coaching is focused on listening and asking questions</li> <li>Coaching is based on present and future issues</li> </ul>	<ul style="list-style-type: none"> <li>Coach focuses primarily on <i>telling</i> the client what to do or how to do it</li> <li>Coach starts <i>counseling</i> past issues or problems</li> </ul>
<ul style="list-style-type: none"> <li>Coach asks the client what they want to work on</li> <li>Coach asks the client what they want to do to achieve within their focus</li> </ul>	<ul style="list-style-type: none"> <li>Coach <i>chooses</i> the topic for the client</li> <li>Coach <i>goes in circles</i> because no clear focus or goal is established</li> </ul>
<ul style="list-style-type: none"> <li>Coach shows genuine concern for the client</li> <li>Focuses on the client's agenda, perceptions, learning style, and personal being</li> <li>Coach provides ongoing support for new behaviors and actions</li> </ul>	<ul style="list-style-type: none"> <li>Coach <i>shows</i> more interest in his/her own view of the situation rather than the client's view of the situation</li> <li>Coach <i>"leads the client"</i> away from client's chosen focus</li> <li>Coach <i>focuses</i> on the coach's own performance or knowledge about the topic</li> </ul>
<ul style="list-style-type: none"> <li>Coach focuses on inquiry and observations that relate to the client's stated agenda</li> <li>Coach avoids offering his own opinions or suggestions</li> <li>Coach assists the client to explore the client's agenda more deeply and without significant attachment by the coach to a particular outcome or direction</li> </ul>	<ul style="list-style-type: none"> <li>Coach <i>does not</i> challenge client to explore various options available to them</li> <li>Coach <i>offers</i> opinions and/or suggestions.</li> <li>Coach <i>narrows</i> the exploration of awareness significantly to a single issue without discussing that decision with the client and without the client's consent</li> </ul>
<ul style="list-style-type: none"> <li>Coach supports client's action plans related to the stated agenda</li> <li>Coach challenges the client's thinking, learning, or action around the stated agenda for deeper insight</li> </ul>	<ul style="list-style-type: none"> <li>Coach <i>does not</i> encourage the client to detail their strategy</li> <li>Coach <i>does not</i> assist the client toward their goal (getting "unstuck")</li> </ul>
<ul style="list-style-type: none"> <li>Coach adopts the goal suggested by the client and/or helps the client set goals that are clear and related to achieving the client's overall objectives and stated agenda</li> <li>Coach supports the client's action plans to move them toward the client's measure of success</li> </ul>	<ul style="list-style-type: none"> <li>Coach <i>persists</i> in leading the client toward a prescribed plan suggested by the coach.</li> <li>Coach <i>offers</i> a plan of action and/or <i>determines</i> the measure of success for the client</li> </ul>
<ul style="list-style-type: none"> <li>Coach encourages the client to choose the best person to support them in reaching their goal</li> </ul>	<ul style="list-style-type: none"> <li>Coach <i>fails</i> to allow the client to build accountability into the strategy, or offers <i>coach structured</i> accountability</li> </ul>