

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 accomplish on today?*
2. **Refine the Goal / (Coach the Client not the Issue).** --- *What would you like to see happen? **What's important to you about that?** Is there a problem beneath the problem? What emotion is driving you right now? What seems to be the real problem you're facing? What's getting in the way? What assumptions (limiting beliefs) are you making about this issue and need to remove? What will happen if you do nothing? What are you not telling me? What do you find most challenging about this issue?*
3. **Get on the same page with the goal.** --- *What's the bottom line for today? **State your goal for this session in one sentence.** "The goal for this session is _____." What will it mean to you if you achieve this goal?*
4. **Measure success.** --- *How will you know you have accomplished your goal?*
5. **Client's Options.** --- *What are your options for meeting this goal? What is the best option for you? How will this help you reach your goal?*
6. **Client's Action plan.** --- *What is the first step to get started on your goal? How – when – where will you make it happen?*
7. **Support for the client.** *Who is the best person to keep you on track with your action plan?*
8. **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"> • Coaching is focused on listening and asking questions • Coaching is based on present and future issues 	<ul style="list-style-type: none"> • Coach focuses primarily on <i>telling</i> the client or <i>suggesting</i> what to do or how to do it • Coach starts <i>counseling</i> past issues or problems
<ul style="list-style-type: none"> • Coach asks the client to establish a goal for the session • Coach asks the client what they want to do to achieve their goal 	<ul style="list-style-type: none"> • Coach <i>chooses</i> the topic or goal for the client • Coach <i>goes in circles</i> because no clear goal is established
<ul style="list-style-type: none"> • Coach shows genuine concern for the client • Focuses on the client's agenda, perceptions, learning style, and personal being • Coach provides ongoing support for new behaviors and actions 	<ul style="list-style-type: none"> • Coach <i>shows</i> more interest in his/her own view of the situation rather than the client's view of the situation • Coach <i>"leads the client"</i> away from client's chosen focus • Coach <i>focuses</i> on the coach's own performance or knowledge about the topic
<ul style="list-style-type: none"> • Coach focuses on inquiry and observations that relate to the client's stated goal • Coach avoids offering his own opinions or suggestions • 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 	<ul style="list-style-type: none"> • Coach <i>does not</i> challenge client to explore various options available to them • Coach <i>offers</i> opinions and/or suggestions. • 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
<ul style="list-style-type: none"> • Coach supports client's action plans related to the stated goal • Coach challenges the client's thinking, learning, or action around the stated goal for deeper insight 	<ul style="list-style-type: none"> • Coach <i>does not</i> encourage the client to detail their strategy • Coach <i>does not</i> assist the client toward their goal (getting "unstuck")
<ul style="list-style-type: none"> • 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 • Coach supports the client's action plans to move them toward the client's measure of success 	<ul style="list-style-type: none"> • Coach <i>persists</i> in leading the client toward a prescribed plan suggested by the coach. • Coach <i>offers</i> a plan of action and/or <i>determines</i> the measure of success for the client
<ul style="list-style-type: none"> • Coach encourages the client to choose the best person to support them in reaching their goal 	<ul style="list-style-type: none"> • Coach <i>fails</i> to allow the client to build accountability into the strategy, or offers <i>coach structured</i> accountability