

## CCRC – CORE COMPETENCIES – Professional Recovery Coaches



In the chart below the **column on the left** contains the desired coaching behaviors for each competency as they should be observed in a coaching session. The **column on the right** contains common errors made by coaches in these competency areas and provides a way to assess your coaching skills, habits, and behaviors. Some competencies revolve around the process of coaching – the flow of the session and the important components you can expect in each session. Other competencies revolve around the coaching style – a coach’s way of being and their coaching practices. These bring much depth to the session and support the client in allowing their own wisdom to surface and generate insight, creating a transformative experience. Every session with a client may not contain every single coaching behavior; however at least one from each competency must be demonstrated effectively to successfully pass a formal review.

SESSION FLOW:	DONE	NOTES
BUILD RAPPORT		
ELICIT FOCUS		
DESIRED OUTCOME		
STRENGTHS / VALUES / PAST SUCCESS		
READINESS TO GO FORWARD		
DETERMINE NEXT STEP		
SMART STEP		
EXPERTS / SUPPORTS NEEDED		
RESOURCES / INFORMATION		
CHALLENGES & STRATEGY		
ACCOUNTABILITY		
CLOSE SESSION		

COMPETENCY	DESIRED COACHING BEHAVIOR	COMMON COACHING ERRORS	PRESENT (P) OR NOT PRESENT (NP)	NOTES
<p><b>DEVELOP TRUST &amp; PRESENCE</b></p> <p><i>Coach shows up to session as the best version of themselves; fully present for the client.</i></p>	<p>A. Coach connects with the client and establishes rapport in an open and engaging manner.</p> <p>B. Coach is completely present for the client, free from outside distractions and in a professional environment.</p> <p>C. Coach exhibits curiosity by exploring the meaning or intent of what was expressed by the client; makes no assumptions.</p> <p>D. Coach exhibits an attitude of trust by trusting the client, trusting themselves and trusting the process.</p> <p>E. Coach sees the client as the expert in their own life; creative, resourceful and whole.</p>	<p>A. Coach is trying to prove they are enough as a coach distracting from the client experience i.e. smart enough, good enough, educated enough, knowledgeable enough.</p> <p>B. Coach focuses on solving the problem, fixing the client, advising client, or telling the client what to.</p> <p>C. Coach is nervous, distracted, uncomfortable and awkward with the client.</p> <p>D. Coach is triggered by client and reacts in a defensive way.</p> <p>E. Coach environment is unprofessional, does not preserve client confidentiality or coach is distracted.</p>		
<p><b>START SESSION</b></p>	<p>A. Coach engages the client in a way that creates space for client to share any progress or challenges that occurred between sessions.</p> <p>B. Coach hears and validates any expressed client concerns and affirms any successes.</p> <p>C. Coach explores the importance and/or urgency of these concerns with the client.</p> <p>D. Coach asks client to identify what they want to focus on for the session.</p> <p>E. Coach asks what deeper meaning the topic or concern holds for the client.</p>	<p>A. Coach does not engage client in a way that creates space for the client to share progress or challenges and goes immediately to eliciting the session focus.</p> <p>B. Coach is problem-solving, offering suggestions or providing ideas about the concern or stated focus topic.</p> <p>C. Coach directs the client or chooses which concern/ topic is most important for client and leads them in that direction.</p>		

<p><b>CLIENT FOCUSED</b></p> <p><i>Coach is focused on partnering with client; to look inward and create new insights.</i></p>	<p>A. Coach focuses on the client as the source of direction, information and generating insights in the session.</p> <p>B. Coach deepens client awareness of what they are discovering, learning, needing and re-defining in connection to their stated focus topic and desired take away.</p> <p>C. Coach uses powerful open-ended questions to evoke details from the client that broaden or deepen the inquiry process i.e. What ideas do you have for X? What do you want X to look like? What would we see in the dream scenario when it comes to X?</p> <p>D. Coach deepens the learning and self-discovery process by eliciting what the biggest take away is for the client.</p>	<p>A. Coach is focused on coaching the problem rather than coaching the client; impacting the ability to create numerous insights.</p> <p>B. Coach tells client what they are learning or how they are growing; does not elicit this from the client.</p> <p>C. Coach suggests solutions and actions the client could try or take.</p> <p>D. Coach focuses on their own agenda and is leading the client by asking the client questions that keep pointing to the coach's own agenda.</p>		
<p><b>TAKEAWAY DESIRED</b></p>	<p>A. Coach narrows the focus and confirms with the client what they want to take away or accomplish from the session.</p> <p>B. Coach partners with the client to define their desired takeaway and what a successful outcome for the session will look like.</p> <p>C. Coach checks in during the session to see if the client feels as though they are making progress towards desired session take away.</p>	<p>A. Coach does not determine what the client wants to take away from the session.</p> <p>B. The coach does not inquire as to how the client will measure success for the session.</p> <p>C. Coach allows the client to start spinning around in circles or go off on tangents without checking in as to how this detour serves their desired takeaway for the session.</p> <p>D. Coach is pursuing a different takeaway than what client stated they wanted.</p>		

<p><b>LISTENING REFLECTIVE &amp; ACTIVE</b></p>	<p>A. Coach uses simple and complex reflections to ensure accurate understanding of client concerns.</p> <p>B. Coach listens for expressed assumptions to expand client self-awareness and offer different perspectives.</p> <p>C. Coach creates space through pause, building trust and rapport.</p> <p>D. Coach listens for disempowering client self-talk; creates client awareness around impact their thoughts and words have on emotions.</p> <p>E. Coach listens for opportunities to shine the light on behavior, which others might step over so that client now has a choice.</p> <p>F. Coach addresses any red-flag issues or concerns confidently and compassionately.</p>	<p>A. Coach talks more than 25% of the time, explains, convinces, tells, advises, provides answers, problem-solves, lectures, and generally makes the session about what they have to say to the client.</p> <p>B. Coach does not create space for the client to have time to talk or think things through.</p> <p>C. Stepping over comments which raise a red flag or seem like an off-handed comment but coach prefers not to “intrude”.</p>		
<p><b>QUESTIONS</b></p>	<p>A. Coach asks open ended questions in response to what the client has said.</p> <p>B. Coach explores client concerns with open ended questions which are present and future focused.</p> <p>C. Coach asks open-ended what and how questions about the client’s thinking instead of about the problem or solution.</p> <p>D. Coach asks questions that invite the client to go inward, mind body scan, future visualization, desires, values or different perspectives.</p>	<p>A. Coach asks questions unrelated to what client is sharing.</p> <p>B. Coach asks close-ended questions more than half the time i.e., have you, could you, would you, have you thought about, etc.</p> <p>C. Coach asks leading questions; attempting to elicit a response that the coach feels is best. I.e., Isn’t that right?</p> <p>D. Asking questions which come from coach’s own agenda or perspective as to what should be discussed.</p>		

<p><b>FOCUS FORWARD</b></p>	<p>A. Coach focuses questions and exploration on what the client wants – not on what they do not want.</p> <p>B. Coach elicits from client optimal desired outcome; positive psychology and motivational interviewing spirit is honored.</p> <p>C. Coach uses empathy, acknowledges, and reinforces client’s gain in confidence.</p>	<p>A. Coach pursues a line of questioning that digs into the past for more details, explores negative emotions and is looking for who is to blame.</p> <p>B. Coach sympathizes, has pity for, or appears judgemental of client situation, instead of offering empathy.</p> <p>C. Coach reinforces that the client is a victim of their circumstances.</p>		
<p><b>PATH</b></p> <p><i>Coach is a pathfinder; where is the client going, what does the desired outcome look like and how will the client know when they have succeeded.</i></p>	<p>A. Coach partners with client to define meaningful long and short-term goals to focus on during coaching relationship.</p> <p>B. Coach partners with the client to self-discover whether the outcomes they are focused on are the best options to meet client’s expressed needs.</p> <p>C. Coach checks in with client to see how focus topic for the session serves them moving towards their stated goals.</p> <p>D. Coach supports client in exploring other options and remains neutral as to the choice for the client.</p> <p>E. Coach inquires about anticipated obstacles and explores with the client how they plan to manage these if/when they arise.</p> <p>F. Coach invites client to create a vision that goes beyond their own interests (family, children, community, passion, commitment, purpose)</p>	<p>A. Coach chooses or is directive in nature with regards to long or short-term goals for client.</p> <p>B. Coach does not inquire as to how client’s stated session focus connects to client long or short-term goals.</p> <p>C. Coach does not check in to see if this is still the right path for the client when the client loses interest or focus.</p> <p>D. Coach does not support the client in creating a “vision” beyond themselves.</p>		

<p><b>BEST SELF</b></p> <p><i>Coach is a thinking partner; the process of self-discovery and learning what really matters, gives meaning and purpose to the client.</i></p>	<p>A. Coach partners with client to discover and define who they are when they are at their best naming their core values, especially in specific roles i.e., parent, spouse, friend, citizen, employee, or business owner.</p> <p>B. Coach reminds and re-connects client with their values; may be in relation to their stated desired outcomes for the session, in decision making or in interactions with others.</p> <p>C. Coach invites client to share what they learned about themselves in attempting action steps; even if not successful; mining for strengths and values.</p>	<p>A. Coach does not explore what the best self looks like with client.</p> <p>B. Coach does not ask client about how their thinking or decisions are aligned with their best self and core values.</p> <p>C. Coach does not partner with the client to translate “best-self” into the roles they play i.e. parent, spouse, employee or neighbor.</p> <p>D. Coach does not encourage introspection and self-discovery to help client define who they are at the core.</p>		
<p><b>RESILIENCE, RESERVES, STRENGTHS</b></p> <p><i>Coach as a champion; explores with client how they get their reserves replenished, identifies supportive practices, and discovers strengths that have helped client in the past.</i></p>	<p>A. Coach inquires about health and well-being when it appears that client has, or they have expressed depleted energy or motivation.</p> <p>B. Coach partners with the client to identify needed and supportive self-care practices as defined by the client.</p> <p>C. Coach explores previous successes with client; uncovering which strengths client used to create favorable outcomes, and how those strengths may be used towards client stated goals and action steps.</p>	<p>A. Coach makes suggestions, offers advice or is directive to client about how to use their resilience, reserves and strengths.</p> <p>B. Coach tries to convince the client about their strengths or the need to think positive thoughts.</p> <p>C. Coach does not explore past success or previously supportive self-care practices.</p> <p>D. Coach shares their own personal practices and requests client to try them out.</p>		

<p><b>NEXT STEP</b></p> <p><i>Coach acts as an accountability partner; supports client to create a small action step.</i></p>	<p>A. Coach inquires as to client readiness to explore what is next for client on session focus topic.</p> <p>B. Coach partners with client to identify one manageable action step to move forward and “SMARTens” it up; does not let client leave with multiple steps.</p> <p>C. Coach explores with client some ways they may get derailed and how the client might handle these challenges if/when they arise.</p> <p>D. Coach explores with the client how they want to hold themselves accountable; and what this looks like between sessions.</p> <p>E. Coach partners with client to determine how they will track progress towards desired outcome.</p> <p>F. Coach helps client identify what steps that they have control over and can take right now.</p> <p>G. Coach encourages client to take full responsibility for getting the results.</p>	<p>A. Coach does not allow enough time at the end of the session to allow clients to leave with a single SMART action step towards their goal(s).</p> <p>B. Coach does not explore with client how they might get derailed with their desired action step.</p> <p>C. Coach does not explore desired accountability with the client.</p>		
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<p><b>EXPERTS, SUPPORTS &amp; RESOURCES</b></p> <p><i>Coach as a resource; ensuring client has all the resources needed to be successful.</i></p>	<p>A. Coach explores with the client what resources, supports or experts may be needed to achieve long and short-term goals or action steps between sessions.</p> <p>B. Coach preserves client autonomy to find sources for desired, anticipated or needed resources.</p> <p>C. Coach partners with client to prepare to make best use of expert time and resources more effectively and efficiently when need arises.</p> <p>D. Coach identifies and addresses red-flag scenarios with the client; and encourages client to identify and engage with experts who can meet their needs.</p> <p>E. Coach asks for permission to share resources, referrals, information, or opinions before sharing with the client, preserving client autonomy.</p>	<p>A. Coach provides resource, referral, information, or advice without permission from client.</p> <p>B. Coach does not address red-flag scenario in a session, skipping over it entirely.</p> <p>C. Coach does not explain to client how they can work with an expert on one issue and still be coached on another issue.</p>		
<p><b>AFFIRMATION &amp; ACKNOWLEDGEMENT</b></p>	<p>A. Coach acknowledges through reflection client uniqueness and strengths; during session and/or across several sessions.</p> <p>B. Coach takes opportunity to celebrate client accomplishments, big and small, throughout the session.</p> <p>C. Coach invites client to identify where they are shifting their perspective, making different decisions, achieving different outcomes and celebrates these together with acknowledgement.</p> <p>D. Coach gives simple, direct, and heartfelt acknowledgement(s) honoring the client's best self.</p>	<p>A. Coach misses opportunities to acknowledge and genuinely affirm current successes with the client.</p> <p>B. Coach misses opportunities to rebuild client self-confidence.</p> <p>C. Coach steps over disparaging comment(s) the client makes about themselves or others.</p> <p>D. Coach does not help the client to reframe negative views.</p> <p>E. Coach shames, blames, and guilt the client when they do not follow through on action steps.</p>		



YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO
PROFESSIONAL ENVIRONMENT, FREE FROM INTERRUPTION AND HONORS CONFIDENTIALITY	PROFESSIONALLY OPENED SESSION: TOOK TIME TO BUILD RAPPORT WITH CLIENT BEFORE ELICITING FOCUS	PROFESSIONALLY CLOSED SESSION WITH CLIENT WITHIN 32:00 MINUTE TIME FRAME	COACH STAYED IN SCOPE AND HONORED CODE OF ETHICS DURING ENTIRE SESSION	COACH ADDRESSED ANY RED FLAGS THAT OCCURRED; MADE REFERRAL(S) AS APPROPRIATE	COACH PRESERVED CLIENT AUTONOMY IN REGARD TO INFORMATION SHARING