

ACC Behaviorally Anchored Rating Scales (BARS)

1. Demonstrates Ethical Practice

Definition: Understands and consistently applies coaching ethics and standards of coaching.

1. Coach demonstrates alignment with the ICF Code of Ethics and
2. Coach demonstrates consistent alignment with the role of "coach."

2. Embodies a Coaching Mindset

Definition: Develops and maintains a mindset that is open, curious, flexible, and client-centered.

Embodying a coaching mindset—a mindset that is open, curious, flexible, and client-centered—is a process that requires ongoing learning and development, establishing a reflective practice, and preparing for sessions. These elements occur throughout a coach's professional journey and cannot be fully captured in a single moment in time. As such, there are no Behavioral Statements for Competency 2 in the ACC BARS system. Instead, candidates will be assessed on their knowledge of and ability to apply Competency 2: Embodies a Coaching Mindset as part of the ICF Credentialing Exam.

3. Establishes and Maintains Agreements

Definition: Partners with the client and relevant stakeholders to create clear agreements about the coaching relationship, process, plans, and goals. Establishes agreements for the overall coaching engagement and those for each coaching session.

- A3.1 Coach invites the client to identify their desired coaching outcome
- A3.2 Coach and client reach an agreement on what the client wants to accomplish in the session.
- A3.3 Coach shows curiosity about the client and how the client relates to what they want to accomplish
- A3.4 Coach attends to the agenda set by the client throughout the session unless the client indicates otherwise

4. Cultivates Trust and Safety

Definition: Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.

- A4.1 Coach acknowledges client insights and learning in the moment
- A4.2 Coach explores the client's expression of feelings, perceptions, concerns, beliefs, or suggestions
- A4.3 Coach expresses support and concern for the client, which may focus on the client's context, problem, or situation rather than the client holistically

5. Maintains Presence

Definition: Is fully conscious and present with the client, employing a style that is open, flexible, grounded, and confident.

- A5.1 Coach is curious throughout the session
- A5.2 Coach acknowledges situations that the client presents
- A5.3 Coach allows the client to direct the conversation at least some of the time

6. Listens Actively

Definition: Focuses on what the client is and is not saying to fully understand what is being communicated in the context of the client systems and to support client self-expression.

- A6.1 Coach uses summarizing or paraphrasing to make sure they understood the client correctly
- A6.2 Coach makes observations that support the client in creating new associations
- A6.3 Coach co-creates a shared vision with the client

7. Evokes Awareness

Definition: Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor, or analogy.

- A7.1 Coach acknowledges the client's new awareness, learning, and movement toward the desired outcome
- A7.2 Coach supports the client in viewing the situation from new or different perspectives
- A7.3 Coach inquires about or explores the client's ideas, beliefs, thinking, emotions, and behaviors in relation to the desired outcome

8. Facilitates Client Growth

Definition: Partners with the client to transform learning and insight into action. Promotes client autonomy in the coaching process.

- A8.1 Coach partners with the client to create or confirm specific action plans
- A8.2 Coach asks questions to support the client in translating awareness into action
- A8.3 Coach supports the client to close the session

The following Behavioral Statements were designed to represent the demonstration of the ICF Core Competencies at the Associate Certified Coach (ACC) level.

Exemplary- The coach exhibits this behavior completely, effortlessly, and consistently in response to what the client presents.

Extremely proficient- The coach exhibits this behavior consistently with ease in response to what the client presents.

Proficient- The coach exhibits this behavior with ease.

Sufficient- The coach exhibits this behavior.

Not quite sufficient- The coach attempts to exhibit this behavior but does not do so competently.

Insufficient- The coach does not exhibit this behavior in response to the opportunities presented.

Not applicable- There were no opportunities for the coach to exhibit this behavior.