

HOW TO SERIES

Preparing for the ICF credentialing exam



Professional
Coaches

Hi!
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Why credentialing is important

Coaching is unregulated

Credentialing demonstrates:

- Levels of education and competency
- Standards of practice and ethics
- Professional development and experience
- Mentoring hours



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ICF Credentialing Exam

In 2022, ICF made significant changes to the exam and the requirements for credentialing

- Proctored both in person or online by Pearson ONVue
- Multi-language exam
- May need to provide additional information or meet other requirements (videos, mentoring hours, etc.)
- Must apply to write the exam – costs vary
- Once approved 60 days to schedule your exam.
- Re-writes are \$105 USD
- Rewrites up to 6 times within a 12-month period.



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Pearson ONVue Proctoring

Once approved, you will need to decide if you will do the exam in-person or online.

In-person

- There are PearsonVue testing centers in most major cities
- Arrive 30 minutes before exam
- You need to bring two pieces of photo ID
- Lockers are provided to keep your belongings
- Glasses are ok, but will be checked when you sign-in
- You are not allowed to bring anything except glasses

Online

- You will need to install the proctoring software from Pearson ONVue – it will be provided in your materials
- Make sure you do the system tests well in advance, so you have time to ensure everything is working correctly
- You will be asked to show your work area, including the ceiling, which is recorded
- If you look away from your screen for too long, they may stop the exam



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The Exam

- The exam time: 3 hours with a 5-minute break
- 81 questions – scenario-based
 - Four (4) response options
 - You will select the 'BEST' and the 'WORST' answers
 - You can receive partial marks, even if one of your two choices is incorrect
- Passing score is 460, out of a possible 600
- Flag questions, come back, time-permitting
- Four question **domains** based on the ICF Competencies:
 - Foundation
 - Co-Creating the Relationship
 - Communicating effectively
 - Cultivating Learning and Growth
- Results provided immediately!!



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Preparing for the exam

- Suggestion: review the ICF Competencies
- Test yourself with the provided eight (8) sample questions
- Plan to read carefully, a comma or a semi-colon makes a difference
- Don't over-prepare!

Let's practice!

Question 1

A coach is meeting with a prospective client who is growing a new business. The coach and potential client quickly establish an easy connection. The coach is excited about the opportunity to work with the client. As the coach and client are ending their conversation, the prospective client briefly mentions the name of their new business. The coach recognizes the business, as the coach is an investor in a more established competitor business in the same community. What should the coach do?

1. Not say anything. Try to keep their role as an investor in a competing business separate from their role as a coach.
2. Share that the business name sounds familiar and make a mental note to determine whether it is a competitor business later that evening.
3. Share their role as investor in the competitor business only if the potential client follows up to pursue coaching with the coach.
4. Share their role as an investor in a competing business and acknowledge the possibility of a conflict of interest with the client.

Let's practice!

BEST

Question 1

A coach is meeting with a prospective client who is growing a new business. The coach and potential client quickly establish an easy connection. The coach is excited about the opportunity to work with the client. As the coach and client are ending their conversation, the prospective client briefly mentions the name of their new business. The coach recognizes the business, as the coach is an investor in a more established competitor business in the same community. What should the coach do?

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WORST

Question 1

A coach is meeting with a prospective client who is growing a new business. The coach and potential client quickly establish an easy connection. The coach is excited about the opportunity to work with the client. As the coach and client are ending their conversation, the prospective client briefly mentions the name of their new business. The coach recognizes the business, as the coach is an investor in a more established competitor business in the same community. What should the coach do?

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4. Share their role as an investor in a competing business and acknowledge the possibility of a conflict of interest with the client.

Let's practice!

Question 2

A client struggles with delegating tasks at work to other team members. During the last session, the client shared that an important project they are leading is falling behind schedule. The coach supported the client in identifying strategies to delegate tasks to other team members. At the next session, the client reports back and shares, “In the end, I decided to complete all the tasks myself. That was the only way to get them done on time.” The coach feels disappointment that the client did not follow through on their plans to delegate. What should the coach do?

1. Immediately reflect back on their last session with the client and identify what they could have done differently to support the client in following through on their plans.
2. Take a breath and acknowledge that the client is responsible for their own choice of whether to follow through with their stated plans or not.
3. Set aside their disappointment for now and focus on the current session with the client. Decide to reflect on this situation during an upcoming session with their mentor coach.
4. Praise the client for meeting the project deadlines, but ask why the client failed to support their team members' development.

Let's practice!

BEST

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Let's practice!

Question 3

A client comes to a session appearing stressed. When the coach asks what the client wants to talk about, the client frantically lists a major event they are planning at work, a large family gathering they are organizing, and caring for their aging parents. What should the coach do?

1. Ask the client if they need to take a moment before starting the coaching sessions, since they seem stressed.
2. Ask the client to share more about their aging parents.
3. Acknowledge that the client has shared three significant challenges that they are facing, and ask the client which one they would like to explore first.
4. Ask the client to begin with the major event they are planning at work, since they mentioned it first.

Let's practice! BEST

Question 3

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WORST

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4. **Ask the client to begin with the major event they are planning at work, since they mentioned it first.**

Let's practice!

Question 4

A university biomedical researcher is working with a coach to improve their interactions with colleagues. The client is a very analytical thinker and can easily explain detailed data points and complex graphs, but seems reluctant share anything personal with the coach. In previous sessions, the coach encouraged the client to describe how they felt at social events, but the client seems highly uncomfortable, answering only with short, one-word responses. When the client arrives to their session today, the client silently hands the coach a journal. The client has written several, detailed entries over the last week about their experience attending a university luncheon, a faculty party, and a staff development workshop since their last session. While the client says little to the coach in the moment, their entries show deep reflections about the anxiety the client experienced at these events and their desire to overcome social anxiety. What should the coach do?

1. Acknowledge the reflection work the client has done, and ask the client if they feel comfortable exploring some of the emotions they described in their journal.
2. Ask the client if they would summarize the entries they detailed in their journal for the coach.
3. Ask the client to identify some steps they can take to overcome the anxieties they wrote about.
4. Ask the client what new awareness they developed about themselves through the journaling process.

Let's practice!

BEST

Question 4

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WORST

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Tips

- Pay attention to nuances in each scenario:
 - Is the coach being directive?
 - Is the coaching client-centered? Or is it all about the coach?
 - Is the coach being ethical?
 - Is the coaching judging the situation vs being open and curious?
 - Is the coach actively listening?
 - Check your biases and attributions.
 - There may be multiple “best” answers... what is the best of the best?
 - There may be multiple “worst” answers... what is the worst of the worst?



Coaching questions

- What is this practice showing you?
- How will you prepare yourself for this exam?
- What do you need to feel ready?
 - How will you ground yourself?
 - What tools and strategies will you bring?
- How will you give yourself grace?

Do you want to talk more about it?

Reach out to me – happy to spend time with you!

Send me an email: dupont@myndfulplanet.com



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