International Association *of* Coaching

Using The Coaching Masteries ® Note Card

The Coaching Masteries ® offer a rich and specific way to discern masterful coaching. The Coaching Masteries ® Note Card is a powerful tool to evaluate a coaching session, since it offers a snapshot view of each mastery. It gives the reviewer everything they need to listen for masterful coaching. This document provides some suggestions for the review process itself.

Because coaching is a dance, the masteries may appear at various times during a session, and in many different ways. Therefore, although the masteries are listed in a specific order, it's important to recognize that masterful use of the Masteries will follow a flow dictated by the coaching session and the needs of the client.

When evaluating a recorded coaching session, it can be helpful to listen to the session for its flow and client responsiveness to the coach. Making a note of specific points where the exchange is particularly powerful or challenging can help you bring attention to those points when you're evaluating the session in detail. It's also helpful to get an overall sense of what shifts occurred during the coaching, and which masteries appear to have contributed to the shift. For example, the shift may have come from the client recognizing their own potential (Mastery 2) or from clarifying a belief they have been holding (Mastery 6). Listening at this higher-level view helps the reviewer understand the broad patterns in the coaching session.

Once the reviewer has an overall sense of the coaching session, listening a second time allows for a further analysis of the coach's use of the Masteries. Virtually any behavior of the coach can be categorized into one of the Masteries. Even silence demonstrates a Mastery! When the certifiers are scoring a submission, they specifically record on the note card their observances of effective behaviors, ineffective behaviors, measures, and effects. This allows the reviewer to see a "snapshot" of how well each Mastery was demonstrated. The "Key Elements" and "Distinctions" are often used to enrich the feedback. The certifiers also make notes of the specific behavior they observed (e.g., a specific quote from the coach or client), in order to offer specific feedback to the coach.

Occasionally there are situations where there is limited demonstration of a Mastery during the coaching session. Generally this happens because the coach doesn't use the Mastery when it is needed. However, sometimes the nature of the coaching session lends itself toward demonstration of specific other masteries. A masterful

coach goes with this need, rather than trying to force the use of a mastery to "get it in."

When listening to a coaching session, make note of what the coach establishes with the client as a system or structure. Masterful use of Mastery #9 isn't just "to-do's" at the end of the coaching call. Rather, listen for sustainable events, such as shifts in identity or creating new belief structures with reinforcement or conditioning. Often these happen through the call, although the coach can effectively wrap up the call by touching back on these systems and structures.

One highly effective way to use the note card is to have at least two people listen to a coaching session or recording and score separately. The two listeners should compare scores in an open discussion with the coach, sharing their reasoning for each score and inviting feedback from the coach.