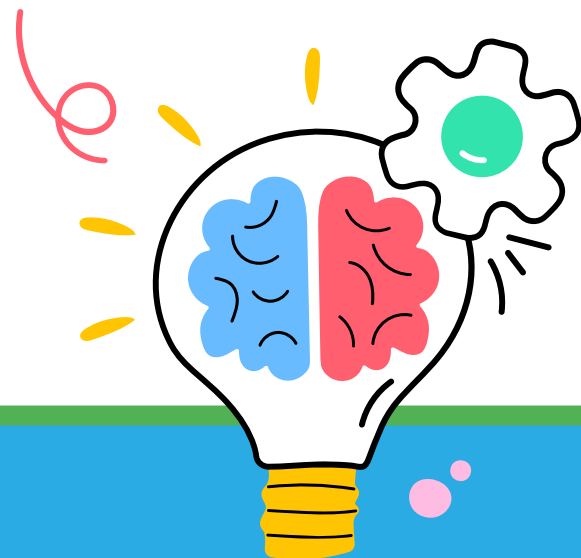




**WORKFORCE
CHALLENGE
PARTNERS** | Challenge
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ICF Core Competencies, Core Values & Code of Ethics Summary aide



Source: ICF - <https://coachingfederation.org/credentials-and-standards/core-competencies>

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Website: [Workforce Challenge Partners](https://workforcechallengepartners.org)

Background: ICF Core Competencies were updated



WORKFORCE
CHALLENGE
PARTNERS
Challenge to Change

ICF 2007 definition of coaching: *'Partnering with clients in a thought-provoking and creative process that inspires them to maximise their personal and professional potential'.*

ICF CC were updated during 2019, key emphasis on the:

- Importance of ethical behaviour, confidentiality,
- Coaching mindset and ongoing reflective practice
- Partnership between the coach and the client.
- Importance of cultural, systemic and contextual awareness.

ICF 4 DOMAINS

1. FOUNDATION

- 13% Demonstrates Ethical Practice
- 12% Embodies a Coaching Mindset



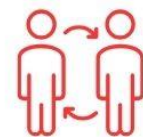
2. CO-CREATING THE RELATIONSHIP

- 12% Establishes & maintains agreements
- 13% Cultivates Trust and Safety
- 13% Maintains Presence



3. COMMUNICATES EFFECTIVELY

- 12% Listens Actively
- 13% Evokes Awareness



4. CULTIVATING LEARNING & GROWTH

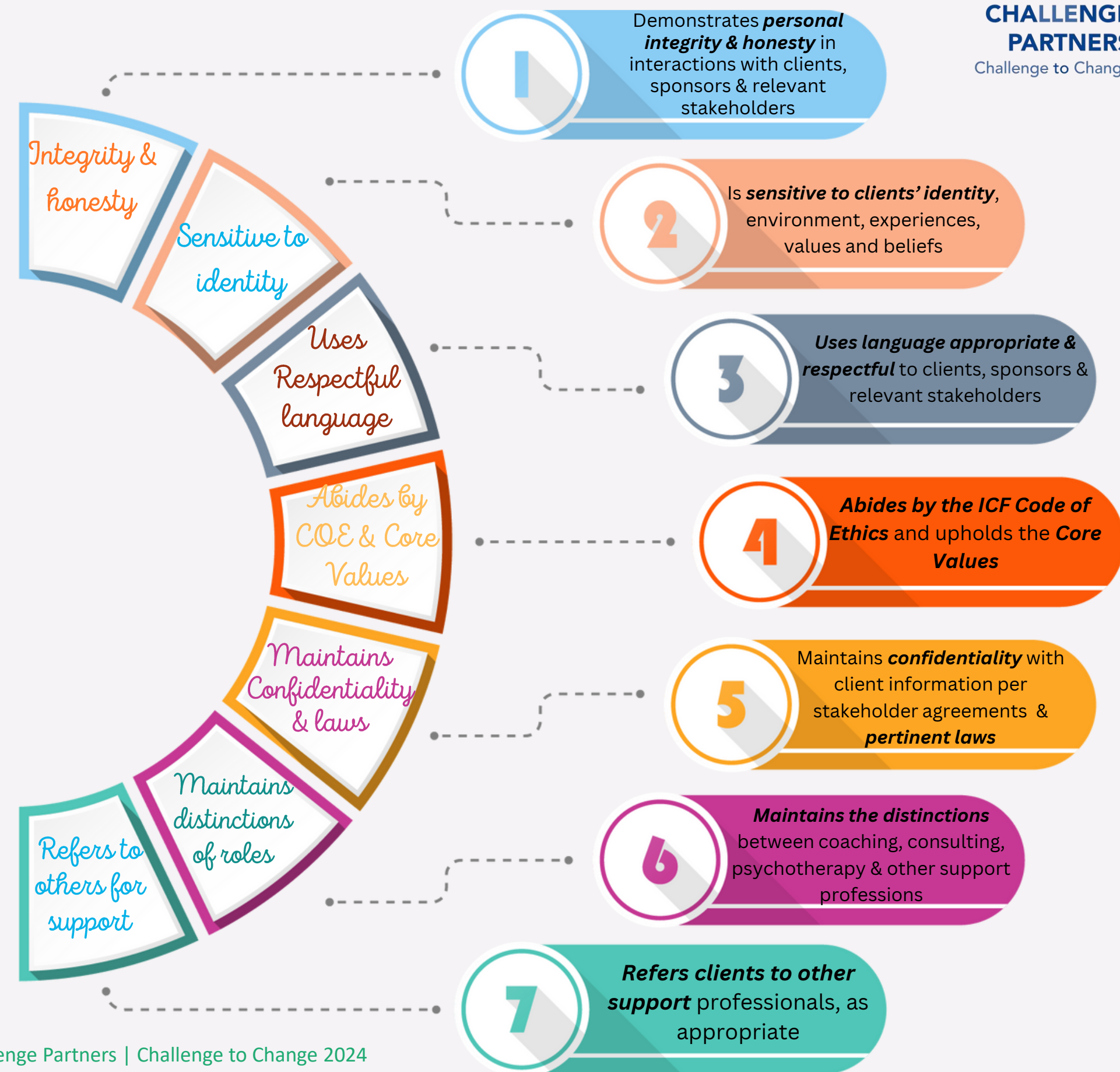
- 12% Facilitates Client Growth



A: Foundation - being of the coach

1. Demonstrates Ethical Practice

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

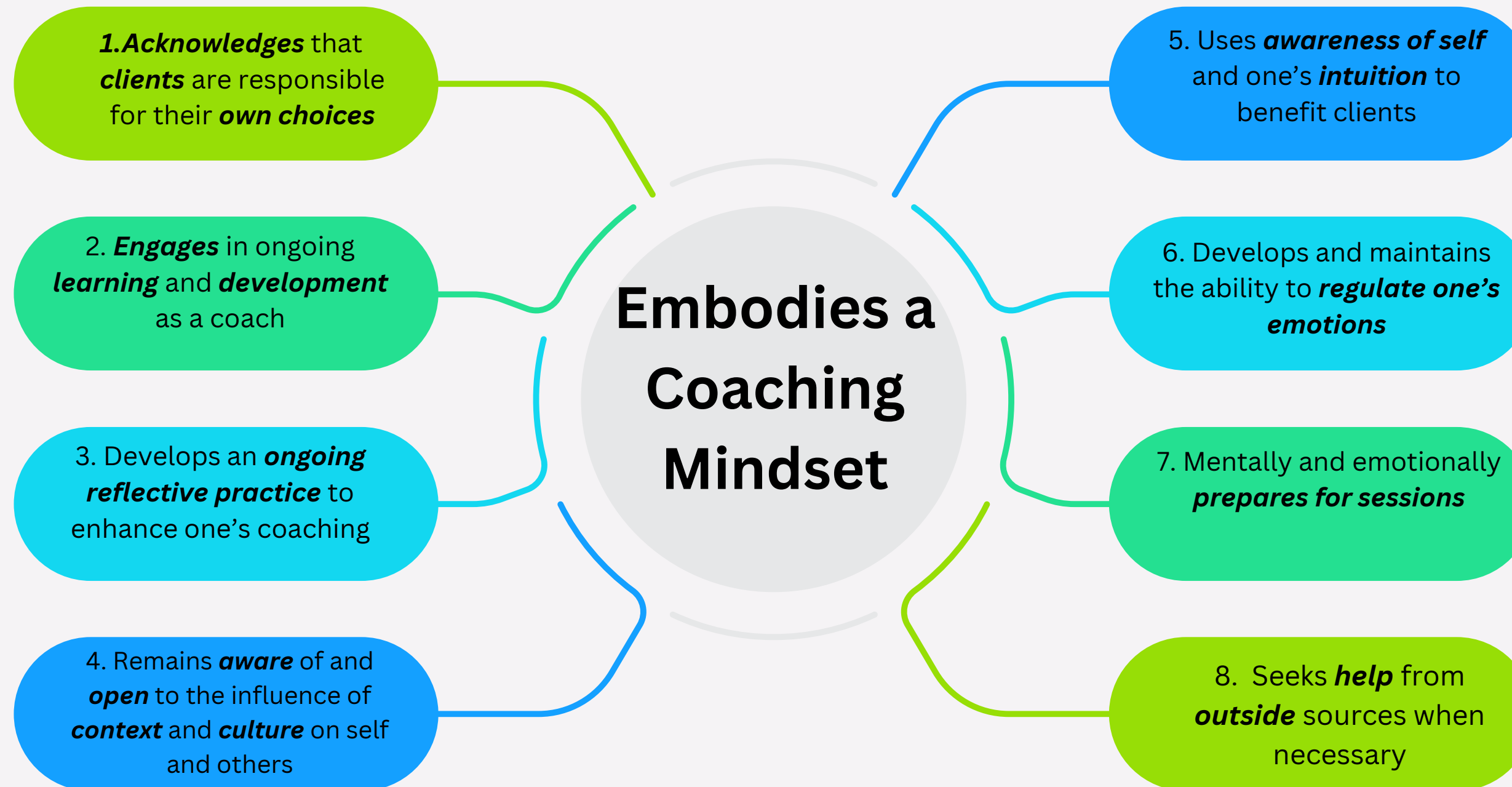




A: Foundation - **being of the coach**

2. Embodies a Coaching Mindset

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



B: Co-Creating the Relationship

3. Establishes and Maintains Agreements

Definition:

- a) Partners with the client and relevant stakeholders to create clear agreements about the coaching relationship, process, plans and goals.
- b) Establishes agreements for the overall coaching engagement as well as those for each coaching session.



B: Co-Creating the Relationship

4. Cultivates Trust and Safety

1

1. **Seeks to understand the client** within their **context** which may include their identity, environment, experiences, values and beliefs

2

2. **Demonstrates respect** for the **client's identity**, perceptions, style and language and **adapts one's coaching to the client**

3

3. **Acknowledges and respects the client's** unique **talents, insights** and work in the coaching process

4

4. **Shows support, empathy and concern for the client**

5

5. **Acknowledges & supports** the client's expression of **feelings**, perceptions, **concerns, beliefs & suggestions**

6

6. **Demonstrates openness and transparency** as a way to display vulnerability and build trust with the client

Definition:

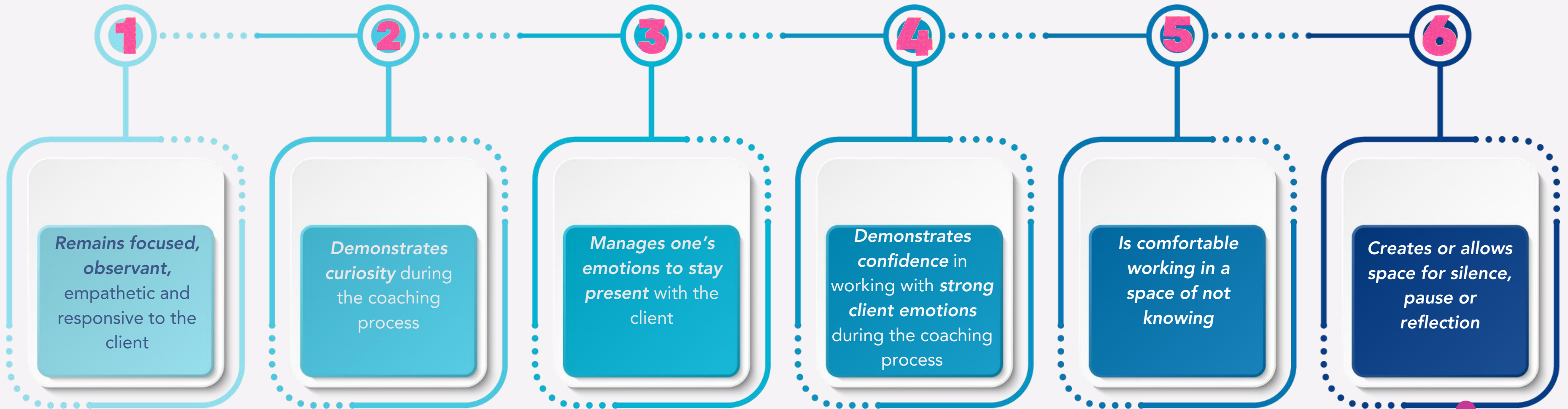
- a) Partners with the client to create a safe, supportive environment that allows the client to share freely.*
- b) Maintains a relationship of mutual respect and trust*

B: Co-Creating the Relationship

5. Maintains Presence

Definition:

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



C: Communicating effectively

6. Listens Actively

1

1. **Considers the client's context, identity, environment**, experiences, values and beliefs to enhance understanding of what the client is communicating

2

2. **Reflects or summarises** what the client communicated to ensure clarity and understanding

3

3. **Recognises and inquires** when **there is more** to what the client is communicating

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

4. **Notices, acknowledges and explores** the client's emotions, energy shifts, non-verbal cues or other behaviours

5. **Integrates the client's words, tone of voice and body language** to determine the full meaning of what is being communicated

6. **Notices trends in the client's behaviours and emotions** across sessions to discern themes and patterns



C: Communicating effectively

7. Evokes Awareness

Definition:

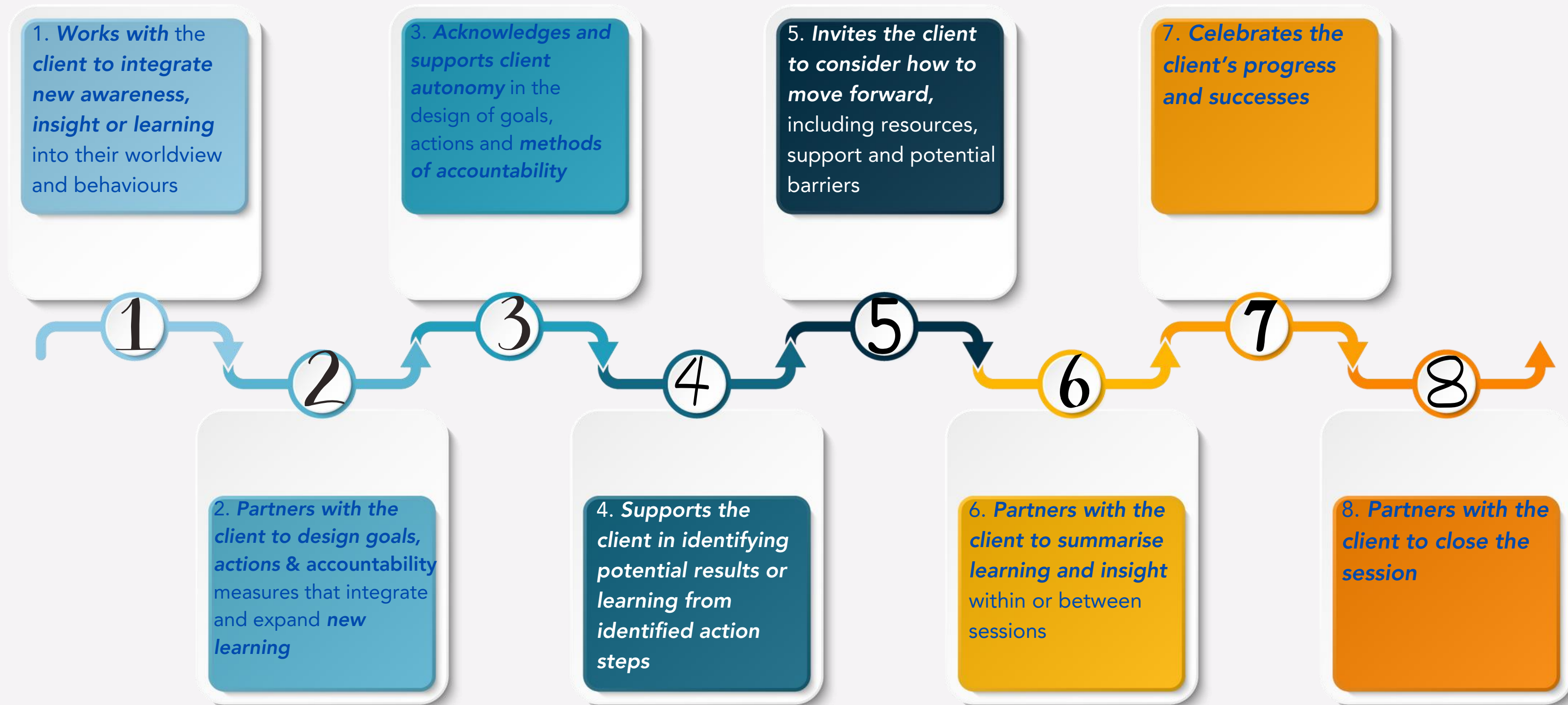
Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor or analogy



D: Cultivating Learning and Growth

8. Facilitates Client Growth

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



ICF Core Values

Core Values

1. Professionalism,
2. Collaboration,
3. Humanity, and
4. Equity

Actions that flow from these Core Values are described as 'The Ethical Principles'.

Ethical Principles

- Are aspirational
- Ensure professional and personal conduct is consistently aligned
- Coaching Mindset - being open and non-judging in all interactions and accept duty to speak up when required.

Professionalism

A commitment to a coaching mindset and professional quality that encompass responsibility, respect, integrity, competence, and excellence.



Professional Conduct Summary

- Consistently uphold the inherent dignity and worth of all people in all interactions, Coaching Mindset competencies.
- Be truthful, accurate and transparent in all statements and representations.
- Commit to continuous life-long professional learning and personal growth.
- Support the ongoing development of clients, students and fellow ICF coaches.
- Follow through on commitments and promises made.
- Adhere to the ICF Code of Ethics when facing ethical dilemmas.
- Contribute to expanding the coaching knowledge base by sharing expertise.
- Remain resilient, confident and ethical when facing challenges.
- Conduct all business dealings related to coaching with respect and transparency.
- Exemplify honesty, courage, consistency, and the highest ethical standards
- Represent the coaching profession and ICF with integrity at all times

The core principles are **upholding human value, being truthful, continuously developing**, supporting others' growth, ethical conduct, knowledge-sharing, resilience, transparency in business, and **maintaining the highest standards** of the profession.

Collaboration

A commitment to develop social connection and community building.



Collaborative Working Summary:

- Actively make commitments and take steps to promote professional coaching through joint creativity and resourcefulness with others.
- Partner and cooperate with others across diverse social-identity groups.
- Remain mindful and intentional about your own participation and role when engaged in collective efforts.
- Cooperate and coordinate with other ICF professionals working with the Client(s) and Sponsor(s).
- Cultivate partnerships and open communication channels with related professions, associations, coaching organisations and other relevant groups
- Foster an approach of joining forces, sharing ideas, and combining resourcefulness across the coaching community and allied sectors.

*The key points are **promoting coaching** through **creative collaboration**, partnering across diverse groups, intentional participation in joint efforts, cooperating with others, and building bridges with related professions and organisations. The overall emphasis is on **cooperative partnering to uplift the coaching profession**.*

Humanity

A commitment to being humane, kind, compassionate, and respectful towards others.

Humanity Summary:

- **Embracing Imperfections:** Recognise that humans are inherently imperfect and by using a coaching mindset to express these imperfections, this fosters a culture of openness and self-acceptance.
- **Lifelong Learning:** Acknowledge that there is always more to learn and remain open to different perspectives.
- **Authentic Relationships:** Build genuine relationships that emphasise honesty, transparency, and clarity.
- **Self-Awareness:** Continuously seek and develop self-awareness to better understand oneself and one's impact on others.
- **Owning Mistakes:** Be willing to acknowledge and take responsibility for mistakes, using them as learning opportunities.
- **Responsibility:** Accept responsibility for actions and learn from them to improve and grow.
- **Modesty:** Maintain humility about achievements, avoiding any behavior that suggests superiority.
- **Inclusivity and Dignity:** Commit to principles of inclusivity, dignity, self-worth, and human rights, ensuring respectful and equitable treatment for all.

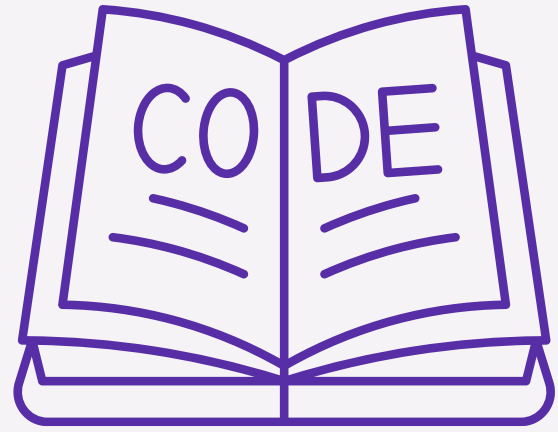
Equity

A commitment to use a coaching mindset to explore and understand the needs of others so you can practice equitable processes at all times that create equality for all.



Summary of Being Equitable:

- **Recognise and Respect All Identity Groups:** Acknowledge and value the contributions of all identity groups.
- **Treat Everyone Equally:** Ensure everyone is treated with the same dignity and fairness.
- **Raise Awareness of Biases:** Identify and address both conscious and unconscious biases in ourselves and others.
- **Understand Social Diversity and Oppression:** Explore and bring awareness to social diversity, systemic equality, and systemic oppression, particularly in the coaching profession.
- **Maintain Equality in Relationships:** Ensure equality and partnership in all coach-client, trainer-student, mentor-coach, and supervisor-coach relationships.



ICF Code of Ethics

COE strives to be ethical, even when doing so involves making difficult decisions or acting courageously.

Section I – Responsibility to Clients;

Section II – Responsibility to Practice and Performance

Section III – Responsibility to Professionalism

Section IV – Responsibility to Society



Source: ICF - <https://coachingfederation.org/credentials-and-standards/core-competencies>

Section 1: Responsibility to Clients

As ICF professional:

1. **Explain** and ensure that, prior to or at the **initial meeting**, coaching Client(s) and Sponsor(s) **understand the nature and potential value of coaching**, the nature and **limits of confidentiality**, financial arrangements, and any other terms of the coaching agreement.
2. **Create an agreement / contract** regarding the roles, responsibilities and rights of all parties involved with Client(s) and Sponsor(s) prior to the commencement of services.
3. Maintain the **strictest levels of confidentiality with all parties as agreed upon**. Be aware of and agree to comply with all applicable laws that pertain to personal data and communications.
4. Have a **clear understanding about how information is exchanged** among all parties involved during all coaching interactions.
5. Have a **clear understanding** with both Clients and Sponsors or interested parties about the conditions under **which information will not be kept confidential** (e.g., illegal activity, if required by law, pursuant to valid court order or subpoena; imminent or likely risk of danger to self or others; etc.). Where reasonably believe one of the above circumstances is applicable, you may need to inform appropriate authorities.
6. When working as an **Internal Coach, manage conflicts of interest** or potential conflicts of interest with your coaching Client(s) and Sponsor(s) through coaching agreement(s) and ongoing dialogue. This should include addressing Organisational roles, responsibilities, relationships, records, confidentiality and other reporting requirements.
7. **Maintain, store and dispose of any records, including electronic files** and communications, created during your professional interactions in a manner that promotes confidentiality, security and privacy, and complies with any applicable laws and agreements. Furthermore, make **proper use of emerging and growing technological developments** that are being used in coaching services (technology-assisted coaching services) and to be aware of how various ethical standards apply to them.
8. **Remain alert to indications that there might be a shift in the value received from the coaching relationship**. If so, make a change in the relationship or encourage the Client(s) / Sponsor(s) to seek another coach, seek another professional or use a different resource.
9. **Respect all parties' right to terminate the coaching relationship at any point** for any reason during the coaching process subject to the provisions of the agreement.
10. **Be sensitive to the implications of having multiple contracts and relationships** with the same Client(s) and Sponsor(s) at the same time in order to avoid conflict of interest situations.
11. **Be aware of and actively manage any power or status difference** between the Client and you that may be caused by cultural, relational, psychological or contextual issues.
12. **Disclose to you Clients the potential receipt of compensation** and other benefits you may receive for referring your Clients to third parties.
13. **Assure consistent quality of coaching** regardless of the amount or form of agreed compensation in any relationship.

Section 2: Responsibility to Practice and Performance

As ICF professional:

14. **Adhere to the ICF Code of Ethics in all interactions.** When becoming aware of a possible breach of the Code, or recognise unethical behaviour in another ICF Professional, respectfully raise the matter with those involved. If this does not resolve the matter, refer to a formal authority (e.g., ICF Staff) for resolution.
15. Require **adherence to the ICF Code of Ethics by all Support Personnel.**
16. **Commit to excellence through continued personal, professional and ethical development.**
17. **Recognise personal limitations or circumstances** that may impair, conflict with or interfere with coaching performance or professional coaching relationships. **Reach out for support** to determine the action to be taken and, if necessary, promptly seek relevant professional guidance. This may include suspending or terminating relevant coaching relationship(s).
18. **Resolve any conflict of interest or potential conflict of interest** by working through the issue with relevant parties, seeking professional assistance, or suspending temporarily or ending the professional relationship.
19. **Maintain the privacy of ICF Members** and use the ICF Member contact information (email addresses, telephone numbers, and so on) only as authorised by ICF or the ICF Member.

Section 3: Responsibility to Professionalism

As ICF professional:

20. *Identify accurately coaching qualifications*, level of coaching **competency, expertise, experience**, training, certifications and ICF Credentials.
21. Make **verbal and written statements that are true and accurate** about what is on offer as an ICF Professional, what is offered by ICF, the coaching profession and the potential value of coaching.
22. *Communicate and create awareness* with those who need to be informed of the **ethical responsibilities established by this Code**.
23. *Hold responsibility for being aware of and setting clear, appropriate and culturally sensitive boundaries* that govern interactions, physical or otherwise.
24. *Do not participate in any sexual or romantic engagement* with Client(s) or Sponsor(s). Be ever mindful of the level of intimacy appropriate for the relationship. Take the appropriate action to address the issue or cancel the engagement.

Section 4:

Responsibility to Society

As ICF professional:

25. **Avoid discrimination by maintaining fairness and equality** in all activities and operations, while respecting local rules and cultural practices. This includes, but is not limited to, discrimination on the basis of age, race, gender expression, ethnicity, sexual orientation, religion, national origin, disability or military status.

26. **Recognise and honour the contributions and intellectual property of others**, only claiming ownership of own material. Understand that a breach of this standard may subject to legal remedy by a third party.

27. **Be honest and work within recognised scientific standards**, applicable subject guidelines and boundaries of competence when conducting and reporting research.

28. **Be aware of own and clients' impact on society**. Adhere to the philosophy of "doing good" versus "avoiding bad."

Finally, the Coach's Ethical Vow, pledging to uphold the ICF Code of Ethics