



Internal Guideline / Directive No. 1 / 2023

Document title	Observed coaching session (Coach 104)
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This internal guideline is issued by Power Coaching Ltd. for its own internal use, for Kouč 104 course trainers and all those who will be involved in observing Kouč 104 coaching sessions and providing feedback from these sessions. The purpose of the internal guideline is to adhere to the mandated guidelines of the ACSTH accreditation.

Based on instruction of ICF, Power Coaching is entitled to deliver the program Kouč 104 in-person, virtually, combination, or all three forms of education as long as the synchronous and asynchronous ratio is within the standards of ACSTH accreditation. Power Coaching will use a web-based learning environment for teaching and will send written feedback via email.

This Internal Guideline modifies and replaces Internal Guideline / Directive No. 1 / 2020

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1. Coaching Session Objectives

- 1.1. Coaching sessions should focus on adhering to the coach's key competencies according to ICF, relevant coaching topics, and addressing specific coaching goals.
- 1.2. During observed coaching, course participants should have the opportunity to practice effective coaching conversations that facilitate exploration, reflection, and activate the coachee's potential to maximize their own performance and engage in solution-oriented thinking.

2. Duration and Content of the Session

- 2.1. Each observed coaching session within the Kouč 104 course should be sufficiently long to allow for meaningful coaching conversations between course participants and coachees.
- 2.2. Course participants are required to complete a minimum of 5 coaching sessions during the Kouč 104 course.
- 2.3. Observed coaching sessions count towards the total number of training hours for the Kouč 104 course.

3. Observer of the Coaching Session

- 3.1. An observer, who may be the course instructor or a designated person, should be present during the coaching session.
- 3.2. The observer of the coaching sessions for Kouč 104 course participants, as well as the provider of written feedback, must hold one of the three ICF certifications (ACC, PCC, or MCC).
- 3.3. The role of the observer is to assess and provide written feedback on how the course participant demonstrates and applies the ICF's key competencies during the session and how they practically manage coaching techniques.
- 3.4. The observer should maintain a non-intrusive presence to ensure a natural coaching environment.

4. Observed Coaching Sessions

- 4.1. Observed coaching can take place in person, virtually, in combination or all three forms with an observer being present, or through a recorded session.
- 4.2. The observer must obtain explicit consent from the course participant and the coachee before recording the session.

5. Written Feedback

- 5.1. The observer must provide written feedback on at least three (3) out of the five observed coaching sessions to the Kouč 104 course participant.
- 5.2. The feedback should focus on the use of ICF's key competencies by the students and should include constructive criticism, highlighting areas for improvement and strengths.
- 5.3. Written feedback is generated in writing sent to course participant by e-mail.
- 5.4. The feedback must be specific, objective, and supportive, facilitating the growth and development of the course participant.

- 5.5. The written feedback provided by the observer is kept in the mailbox for a maximum of 30 days after the completion of the Kouč 104 course.
- 5.6. Course participants are entitled to request a recording of the verbal feedback, which they can record and store on their own recording device.

6. Confidentiality and Data Protection

- 6.1. All recorded coaching meetings and written feedback should be treated with strict confidentiality.
- 6.2. Personal feedback provided by the observer of the Kouč 104 course to the course participant is deleted 30 days after the completion of the course and the issuance of the certificate, to protect the participant's privacy. Any recordings stored on Power Coaching's hard drives or storage devices will be permanently deleted.

7. Adherence to ICF Core Competencies

- 7.1. Participants of the course are expected to demonstrate their understanding and application of the core competencies during observed coaching sessions.
- 7.2. The observer aims to assess the participant's familiarity with ICF's core competencies, their ability to apply them. Observer provides feedback to help participants improving practical use of coaching techniques.
- 7.3. Emphasis is placed on active listening, powerful questioning, establishing trust, maintaining ethical standards, and other key competencies as outlined by the ICF.

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