

ICF Continuing Coach Education (CCE) Program Sample Course Schedule

Topic: Powerful Questioning and Cultivating Trust with Clients

Hours	Instructional Time	Instructor	Description	CCE Category
1.0	09:00 – 10:00		Welcome and greeting. Short exercise to get to know each other. Each participant introduces her/himself. Establish contract with group on topics. There are two offered topics or situations. One possible situation where there is no clear contract with client. Another possible situation is where coaching and client are stuck and coach does not know how to proceed or how best to help the client.	Resource Development (RD)
	10:00 – 10:10		Coffee Break	
1.5	10:10 – 11:40		Exercise—Scoring (a round with whole group to show the exercise) Goal: to show participants how useful their questions are for their client in certain situations. The goal is to help them find that the questions should be oriented towards client’s world and topic. One participant plays the role of the coach. The “client” makes a statement, and each “coach” writes down two questions; one that they consider as very useful and the other as not useful. Each “coach” shares their questions. The “client” listens to each question and provides an answer, and then ranks how useful the questions were on a scale of 1 – 10. The higher the number is, the more useful the question is for the “client.” After the whole round the participants switch roles. Then the exercise repeats. Step-by-step each participant plays the role of the “client.”	Core Competency (CC) - Cultivates Trust and Safety Powerful Questions
0.5	11:40 – 12:10		Presentation and discussion on their findings with instructor feedback.	Core Competency (CC) - Cultivates Trust and Safety
			Lunch	
1.5	13:00 – 14:30		Exercise—Analyze scores from two parallel “clients.” Taking into account the questions from the previous exercise, the “coach” will try to reach contract for the session. Establishing two parallel “clients” helps the participants understand how different one question can be for two different people. What is important is to understand why and how the question is focusing the “client’s” mind to each part of the coaching process. Participants take the lowest score questions and then they also try to reformulate them by using outputs from the previous summarizing discussion, The goal is to be able to reformulate low score questions that are connected to the ICF Core Competency “Establishing the Agreement,” and to get a higher score from the “client.” Learning Objectives: The “client” personally experiences how the reformulation works and how different questions effect their trust towards the coach. Instructor-led discussion. Participants learn to be more aware of the impact of powerful questioning.	Core Competency (CC) – Evokes awareness – Powerful Questions