



ICF 专业认证教练 PCC 标记

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ICA International Coach Academy 国际教练学院 | 2020年10月

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PCC 标记中文版

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评估标记为评估人员指导接受培训、聆听评估标记中所列指标，以确定在录制的教练会谈中，确认哪些 ICF 核心能力有所体现，以及体现了多大程度。以下标记是在专业认证教练 (PCC) 级别的教练对话中，展现核心能力的行为。这些标记支持公平、一致、有效、可靠、可重复和可辩护性的表现评估过程。

PCC 标记列表还可以用以支持教练、教练培训师和导师，在 PCC 级别教练培训领域，确保教练成长和技能发展；然而，它们应始终用于教练核心能力的发展。使用者不应以公式化的方式，将PCC 标记使用於通过 PCC 绩效评估的清单。

<p>能力1：展现道德规范实践</p>	<p>Competency 1: Demonstrates Ethical Practice</p>
<p>所有级别的教练都需要熟悉 ICF 道德守则及其应用。成功的 PCC 候选人将展示符合 ICF 道德守则的教练能力，并始终一致地保持自身的教练角色。</p>	<p>Familiarity with the ICF Code of Ethics and its application is required for all levels of coaching. Successful PCC candidates will demonstrate coaching that is aligned with the ICF Code of Ethics and will remain consistent in the role of coach.</p>
<p>能力2：体现教练心态</p>	<p>Competency 2: Embodies a Coaching Mindset</p>
<p>体现一种教练心态---一种开放、好奇、灵活和以客户为中心的心态---这是一个需要不断学习和发展、建立反思实践和准备会谈的过程。这些因素发生在教练的职业旅程过程中，不能在片段时刻内完全被捕捉到。</p>	<p>Embodying a coaching mindset—a mindset that is open, curious, flexible and client centered—is a process that requires ongoing learning and development, establishing a reflective practice, and preparing for sessions. These elements take place over the course of a coach's professional journey and cannot be fully captured in a single moment in time.</p>

然而，这种能力的某些要素可以在教练会谈体现。这些特定的行为是通过以下 PCC 标记来阐述和评估的：4.1、4.3、4.4、5.1、5.2、5.3、6.1、6.5、7.1 和 7.5。与其他核心能力一样，这些标记需要符合基本的展现次数，才能通过 PCC 的表现评估。这一能力的所有要素，也将在 ICF 认证的笔试考试评估（教练知识评估 Coach Knowledge Assessment）中出现。

However, certain elements of this Competency may be demonstrated within a coaching conversation. These particular behaviors are articulated and assessed through the following PCC Markers: 4.1, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.5, 7.1, and 7.5. As with other competency areas, a minimum number of these markers will need to be demonstrated to pass the PCC performance evaluation. All elements of this Competency will also be evaluated in the written assessment for ICF Credentials (Coach Knowledge Assessment).

能力3：建立和维护协议

Competency 3: Establishes and Maintains Agreements

- 3.1 教练与客户合作，能辨别或再确认客户期望在本次会谈中所要达成的结果。
- 3.2 教练与客户合作，能界定或再确认客户期望在本次会谈所要达成的成功衡量标准。
- 3.3 教练询问或探讨针对客户期望在本次会谈中所要达成的结果，对客户的重要或意义性是什么。
- 3.4 教练与客户合作，界定客户相信为了实现在本次会谈中达成的结果，他们需要关注的议题是什么。

- 3.1: Coach partners with the client to identify or reconfirm what the client wants to accomplish in this session.
- 3.2: Coach partners with the client to define or reconfirm measure(s) of success for what the client wants to accomplish in this session.
- 3.3: Coach inquires about or explores what is important or meaningful to the client about what they want to accomplish in this session.
- 3.4: Coach partners with the client to define what the client believes they need to address to achieve what they want to accomplish in this session.

能力4：培养信任 and 安全感	Competency 4: Cultivates Trust and Safety
<p>4.1 教练认可并尊重客户在教练过程中的独特才能、洞察力和努力。</p> <p>4.2 教练对客户表示支持、同理或关心。</p> <p>4.3 教练认可并支持客户表达的感受、看法、担心、信念或建议。</p> <p>4.4 教练与客户合作，邀请客户以任何方式回应教练的贡献，同时接受客户给予的回馈。</p>	<p>4.1: Coach acknowledges and respects the client's unique talents, insights and work in the coaching process.</p> <p>4.2: Coach shows support, empathy or concern for the client.</p> <p>4.3: Coach acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs or suggestions.</p> <p>4.4: Coach partners with the client by inviting the client to respond in any way to the coach's contributions and accepts the client's response.</p>

能力5：保持教练呈现	Competency 5: Maintains Presence
<p>5.1 教练在会谈中回应的展现全然针对客户个人 (the who 是谁)。</p> <p>5.2 教练在会谈中回应的展现是客户期望达成的结果 (the what 是什么)。</p> <p>5.3 教练与客户合作，支持客户选择在本次会谈中发生的谈话内容。</p> <p>5.4 教练对客户展现想了解更多的好奇心。</p> <p>5.5 教练允许沉默、暂停或反思。</p>	<p>5.1: Coach acts in response to the whole person of the client (the who).</p> <p>5.2: Coach acts in response to what the client wants to accomplish throughout this session (the what).</p> <p>5.3: Coach partners with the client by supporting the client to choose what happens in this session.</p> <p>5.4: Coach demonstrates curiosity to learn more about the client.</p> <p>5.5: Coach allows for silence, pause or reflection.</p>

能力6：积极倾听	Competency 6: Listens Actively
<p>6.1 教练的提问和观察是基于教练了解客户或客户的情况而量身定做。</p> <p>6.2 教练询问或探索使用的是客户的词汇。</p> <p>6.3 教练询问或探索客户的情绪。</p> <p>6.4 教练探索客户的能量转移、非语言暗示或其他行为的意义。</p> <p>6.5 教练询问或探索客户目前如何看待他们自己或他们的世界。</p> <p>6.6 除非有明确的教练目的，教练不中断客户给予完整表述。</p> <p>6.7 教练简明地反映或摘要客户所沟通的内容，以确保客户所述信息清晰并准确被理解。</p>	<p>6.1: Coach's questions and observations are customized by using what the coach has learned about who the client is or the client's situation.</p> <p>6.2: Coach inquires about or explores the words the client uses.</p> <p>6.3: Coach inquires about or explores the client's emotions.</p> <p>6.4: Coach explores the client's energy shifts, nonverbal cues or other behaviors.</p> <p>6.5: Coach inquires about or explores how the client currently perceives themselves or their world.</p> <p>6.6: Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.</p> <p>6.7: Coach succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding.</p>

能力7：唤起觉察	Competency 7: Evokes Awareness
<p>7.1 教练探询与客户有关的问题，比如客户目前的思维方式、感觉、价值观、需要、诉求、信念或行为。</p> <p>7.2 教练提出问题，帮助客户探索超越目前思维或感觉的范畴，以崭新或拓展的方式去思考或感受他们自己 (the who 是谁)。</p> <p>7.3 教练提出问题，帮助客户探索超越目前思维或感觉的范畴，以崭新或拓展的方式去思考或感受他们所处的境况 (the what 是什么)。</p> <p>7.4 教练提出问题，帮助客户探索超越目前思维、感觉或行为的范畴，迈向客户渴望的结果。</p> <p>7.5 教练分享---没有依附的---观察、直觉、评论、想法或感受，并通过语言或语气邀请客户深入探讨。</p> <p>7.6 教练提出明确、直接、大多数为开放式的问题，一次一个，以允许客户思考、感觉或反思的速度提问。</p> <p>7.7 教练使用的语言清晰简洁。</p> <p>7.8 教练允许客户花大部分时间说话。</p>	<p>7.1: Coach asks questions about the client, such as their current way of thinking, feeling, values, needs, wants, beliefs or behavior.</p> <p>7.2: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about themselves (the who).</p> <p>7.3: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about their situation (the what).</p> <p>7.4: Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires.</p> <p>7.5: Coach shares—with no attachment—observations, intuitions, comments, thoughts or feelings, and invites the client's exploration through verbal or tonal invitation.</p> <p>7.6: Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client.</p> <p>7.7: Coach uses language that is generally clear and concise.</p> <p>7.8: Coach allows the client to do most of the talking.</p>

能力8：促进客户成长	Competency 8: Facilitates Client Growth
<p>8.1 教练邀请或允许客户探索在此会谈中所要达成结果的进展。</p> <p>8.2 教练邀请客户在本次会谈中陈述或探索他们对自己 (the who) 的学习。</p> <p>8.3 教练邀请客户在本次会谈中陈述或探索客户对他们的境况 (the what) 的学习。</p> <p>8.4 教练邀请客户思考他们将如何使用这次教练会谈的学习。</p> <p>8.5 教练与客户合作，设计会谈后的思考、反思或行动。</p> <p>8.6 教练与客户合作，思考如何向前迈进，包括运用资源、支持或应对潜在障碍。</p> <p>8.7 教练与客户合作，为自己设计最佳当责方法。</p> <p>8.8 教练庆祝客户的进展和学习。</p> <p>8.9 教练与客户合作，探讨如何完成这一次会谈。</p>	<p>8.1: Coach invites or allows the client to explore progress toward what the client wanted to accomplish in this session.</p> <p>8.2: Coach invites client to state or explore the client's learning in this session about themselves (the who).</p> <p>8.3: Coach invites the client to state or explore the client's learning in this session about their situation (the what).</p> <p>8.4: Coach invites the client to consider how they will use new learning from this coaching session.</p> <p>8.5: Coach partners with the client to design post-session thinking, reflection or action.</p> <p>8.6: Coach partners with the client to consider how to move forward, including resources, support or potential barriers.</p> <p>8.7: Coach partners with the client to design the best methods of accountability for themselves.</p> <p>8.8: Coach celebrates the client's progress and learning.</p> <p>8.9: Coach partners with the client on how they want to complete this session.</p>