



RIHEL Coaching Academy

Curriculum Modules

Program Orientation

This session will provide an opportunity for participants to become acquainted and be oriented to the overall program. Through group sharing and faculty presentation, participants will learn about the RIHEL coaching philosophy, the program learning environment and the location of essential program information, resources, and tools.

Creating Community Agreements

During this session, participants will identify the qualities that will make the program a meaningful and positive experience for themselves and create a supportive and effective learning environment for all. Through discussion and sharing, participants will create class community agreements that they will adopt and integrate into their participation in the program.

Setting the Foundation for the Coach

Through group discussion, individual reflection, role play and faculty presentation, participants will explore foundational elements of coaching, including:

- How the coaching role is distinct from other support professions (e.g., counseling/therapy, consulting, managing)
- Types of coaching
- A Code of Ethics and its importance
- Coaching Core Competencies as defined by the International Coach Foundation (ICF)
- ICF Coaching Credential pathways

Establishing Coaching Partners

During this program, Coaching Academy participants are placed into paired or triad coaching partnerships. The purpose of the coaching partnership is to provide participants with a source of personal support and encouragement throughout the program, a dedicated partner for the completion of specific program assignments, and an opportunity for additional coaching practice through reciprocal peer coaching (which can be counted toward the total hours required for coaching credentials). In this session, the roles and expectations of the coaching partnerships will be reviewed, and participants will meet with their partner(s) and begin to establish their partnerships.

Identity, Values and Biases

Through exercises and discussion, participants will have an opportunity to reflect on identity, clarify their personal values, and learn about implicit bias. We will explore how these are connected and how they may impact the way we interact with others, especially in a coaching setting.

Diversity, Equity, Inclusion and Belonging in Coaching

This session will build on the *Values and Biases* session discussion and move into a broader exploration of diversity, equity, inclusion, and Belonging (DEIB) within a coaching context. Session discussion and reflection will address questions such as: What is important about DEIB in coaching? How do I personally connect with DEIB and how may that show up in the coaching environment? What is the role and responsibility of the coach around DEI? What is important for the coach to consider within their coaching practice?



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Introduction to the ICF PCC Markers

The ICF Professional Certified Coach (PCC) Markers are a set of behaviors that represent demonstration of the Core Coaching Competencies. These markers are used when observing coaching students to identify areas for growth and skill development in coaching. In this session, the PCC Markers will be introduced and an overview of how they will be used throughout the program will be provided.

Creating the Foundation with the Client – Cultivating Trust and Safety

To ensure a successful coaching experience, it is essential to establish a powerful foundation with the coaching client. In this session, participants will distinguish what it takes to build trust and create safer spaces in a coaching relationship. Building trust and safer spaces will also be further explored in the *Personal Styles and Preferences* module.

Listening Actively

This session highlights the coaching core competency focused on listening actively. Participants will distinguish what it is to listen powerfully and identify several practices they can use to be an effective listener. Through discussion, exercises and practice, participants will be able to apply this skill in coaching interactions and describe how it relates to the ICF Core Competencies.

Evoking Awareness

This module is delivered in two parts and highlights the coaching core competency focused on evoking awareness. Through discussion, exercises and practice, participants will be able to apply this skill in coaching interactions and describe how it relates to the ICF Core Competencies.

Part 1 – In this session, participants will distinguish the qualities of coaching questions that help evoke awareness, practice generating coaching questions, and practice asking coaching questions in a coaching setting.

Part 2 – This session focuses on the skills that help the client experience ah-ha moments and create shifts in their own thinking that can generate new awareness and support a client with forward movement in their coaching conversation and with their goals. The use of metaphors as well as the coaching practices of providing reality checks and using “two-words” will be explored.

Coaching Conversation Frameworks

A coaching interaction is not just a conversation. It follows a particular framework to support the client through a process that takes them from goal formulation to goal achievement. This session will provide participants with at least three different models for providing an effective and complete coaching interaction. Participants will also distinguish how the ICF core coaching competencies are reflected in these models.

Establishing Agreements

To ensure a successful coaching experience, it is essential to establish a powerful foundation with the coaching client. This includes setting expectations through agreements – creating a contract for the coaching relationship and clear agreements for each coaching session. In this workshop, participants will explore the important and essential elements to include to create clear expectations for a coaching



session and for the coaching relationship overall. Participants will then design their own coaching contract and practice establishing a coaching contract agreement in an observed coaching practice session.

Putting it into Practice (Observed Coaching Practice Sessions)

These sessions focus on applying and putting into practice what has been learned throughout the program. The practice sessions are either woven into existing workshops or take place as stand-alone sessions. Topics of focus include establishing the coaching agreement in a session and with a new coaching client, incorporating client values/focus discovery exercises into coaching, demonstrating specific coaching core competencies, coaching from assessments, and general coaching practice. Faculty will observe these coaching practice sessions and facilitate group discussions using the coaching core competencies to reflect and provide feedback to each participant-coach.

Mindfulness, Intuition and Curiosity

Coming from a state of curiosity and using our intuition are key aspects of effective coaching interactions. In this session, we will explore what is meant by mindfulness, intuition and curiosity, the value of using mindfulness practices as a coach, how mindfulness supports our intuition and curiosity, practices for building our capacity in these areas, and the role that mindfulness, intuition and curiosity play in coaching and maintaining presence. We will also discuss the appropriate role and use of humor in coaching interactions.

Emotional Intelligence

This session will provide an overview of emotional intelligence (EI) and its connection to coaching. We will use the Emotional Quotient Inventory (EQi-2.0) to deepen our understanding of the domains that comprise one's emotional intelligence and explore our own EI strengths and opportunities for growth.

Working with Emotions

In this session, we will explore generally and personally the definition, language, meaning and culture of emotions and emotional expression. We will consider our personal comfort with and reactions to certain emotions, particularly the emotions that we find challenging, how emotions can show up in coaching interactions, and how to respond effectively. Through this session participants will be able to:

1. Explain the importance of recognizing, labeling, identifying the messages behind, and effectively using experienced emotions.
2. Identify emotions that are personally challenging to be with.
3. Implement simple practices for responding effectively to strong or challenging emotions (in yourself or other).

Personal Styles and Preferences

Using the Insights Discovery tool as a model for understanding different personality, communication and learning styles, this session will provide participants with an opportunity to identify their own style and learn how their preferences may impact interactions with others. Through this session, participants will distinguish why understanding perception is important to coaching, and how to most effectively communicate and interact with each personality type in a coaching context.



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Facilitating Client Growth – Values and Focus

A core role of a coach is to actively listen and facilitate learning and results for the person being coached. This includes supporting clients with achievement of their goals. An essential step in this process is clarification of the client's values, commitments and intentions. In this session, participants will explore and practice using a couple of tools that coaches can use to support clients with clarifying their values and areas of focus for coaching.

Facilitating Client Growth – Transform Learning and Insight into Action

A core coaching competency is the ability to support clients with exploring their progress, transforming their learning and insights into action, and designing actions that provide opportunity for ongoing learning and achievement of their goals. In this session, participants will be introduced to a process for helping clients set goals, design actions, and create accountability. Participants will also distinguish how this process aligns with coaching frameworks and relates to the ICF core coaching competencies.

Completing Coaching

This session focuses on learning how to create a powerful conclusion to a coaching relationship. We will explore when and for what reasons coaching may come to an end, and how to create a transition that acknowledges the end of the agreement, celebrates what was accomplished and empowers the client to continue on the path they've created.

Establishing Mentor Groups

To support the development of coaching skills, all Coaching Academy participants will take part in 10 hours of mentor coaching sessions through five 1.5-hour *group* mentoring sessions and three hours of *individual* mentoring sessions. During this session, the guidelines and expectations of mentoring will be reviewed, participants will be assigned to small mentor groups, and each mentor group will meet with its mentor to launch the group mentoring experience.

Getting Unstuck

In the process of articulating goals or designing and taking actions, it is not uncommon for people to run into barriers or stumbling blocks. Thought patterns may limit one's beliefs and forward movement. It is the role of the coach to help clients move past these "stuck" spaces and generate positive thought patterns and forward movement. Through discussion, exercises and coaching practice, participants will be able to:

1. Identify common negative or limiting thought patterns.
2. Better help clients get unstuck from limiting thought patterns.
3. Describe the connections between the strategies for getting unstuck and the core coaching competencies.

Introducing Others to Coaching

As a coach, it is important to be able to introduce coaching to others. Through this session, participants will be able to:

- Make the case (the return-on-investment or ROI) for coaching
- Introduce what coaching is and what one can expect out of coaching
- Introduce themselves as a coach



- Express their coaching style
- Help a potential client determine if they (the coach) are a fit for the client's needs

Essential Practices for Effectively Managing Coaching

While foundational, there is more to coaching than using core skills, models and strategies. The coach must also effectively manage the coaching experience and honor the coaching agreement and code of ethics. When working with a new coaching client, there are many things to track and communicate, from clarifying what coaching is and reviewing the coaching agreement, to establishing fees, payment process, session times, and communication preferences, to capturing their coaching goals and aspirations, and more! In this session, participants will brainstorm together to identify important elements to include in a new client intake and organize them into a “checklist.” Participants will also explore practices that are essential for effectively managing new and ongoing coaching relationships.

These include:

- Maintaining effective communication with clients
- Considering the coaching environment
- Preparing for coaching sessions
- Notetaking tools and practices
- Accountability routines
- Ethical record-keeping

Making a Referral

Given the specific role and ethical boundaries of coaching, it is important that coaches are able to refer clients when appropriate. Through this workshop, participants will be able to:

1. Explain the coach role and responsibility for referral and reporting.
2. Identify key indicators for referring a client to a mental health provider.
3. Effectively refer a client to another professional when deemed necessary or appropriate.

Coaching from Assessments

Many coaches utilize personal assessments (e.g., emotional intelligence, personal strengths, leadership inventories) with their clients. Some clients bring pre-existing assessment results to their coaching experience. A coach does not necessarily need to be a certified administrator of an assessment to garner value from it for a client. Through this session, participants will learn how to incorporate and leverage assessment results into the coaching experience to support the goals and growth of the client.

Coaching Resource Exploration

A multitude of resources and tools exist to support coaches in their work with clients. This session provides participants with an opportunity to explore and discover resources that directly relate to the ICF Core Competencies and to the client coaching relationship, research a specific coaching resource of their choice, and present it to their classmates. Through these presentations, participants will be able to identify specific tools and resources that they can apply in their coaching practice.



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The Business of Coaching

Through a panel discussion and open Q&A with currently practicing certified coaches, this session will provide participants an opportunity to learn about and gain insights into different types of coaching practices and the factors that influence a thriving coaching practice.

Personal Development and Your Next Steps

The ICF Code of Ethics specifically calls for a commitment from coaches to continued and ongoing development of their professional skills. In this session, participants will identify tools, resources and practices that they can use to support the development of their professional skills. Through personal reflection and small group feedback, each participant will create a personal plan for their next coach development goals and actions.