



Coaching Competency

PRACTICE PROFILE

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Guiding Principles

This Coaching Competency Practice Profile (CCPP) tool defines coaching, so it is teachable, learnable, and doable in educational settings. It is designed to promote consistency across practitioners. The CCPP serves as the foundational document for administrators and implementation teams when developing a comprehensive coaching system. The CCPP provides clear guidance for organizations to support their staff in developing an equity mindset as they become competent coaches. Additionally, the CCPP will ensure staff can effectively implement and improve coaching over time. Organizations can only improve coaching that is well defined. Without knowing what coaching is, coaching cannot be implemented and improved over time. This is why a well-developed practice profile is the first step in developing a comprehensive coaching system.

This tool may be used in potentially four ways.

- 1. Informing practices of coaches:** For individuals who identify as a coach or are working to build their coaching capacity, this tool may guide self-reflection, support the development of professional practice goals (PPGs), develop learning plans, and track professional growth.
- 2. Selecting coaches:** As teams consider selecting individuals to engage in the important work of coaching, this tool may serve as a guide in creating position descriptions and other job selection tools such as interview questions, coaching scenarios, and candidacy qualification “look-fors” in the hiring process.
- 3. Training coaches:** As teams build the capacity of identified coaches, this tool may be referenced in identifying, selecting or developing training content and materials within a comprehensive coaching system. This tool may inform conversations with supervisors about ways to further develop the capacity of the coach; however, conversations should in no way come from an evaluative position.
- 4. Coaching coaches:** As teams strive to increase the capacity of coaches, this tool may inform coaching networks and reflective conversations with peers and coaches about coaching practice. Furthermore, this document may serve as a reference for coaches seeking objective feedback on their craft.

Please Note: This practice profile is not intended to be used in an evaluative manner for individual coaches, but rather to inform a comprehensive coaching system that supports individual coaches.

Glossary

Asset Based: Assumes everyone has potential, and seeks to understand their strengths (Achievement, 2021).

Client: Also known as “coachee”. Can be individuals or groups of individuals/teams within systems that receive coaching.

Compassion: Noticing another's need, empathizing, and acting; leading to a desired change, enhanced health, and well-being (Boyatzis, 2013).

Critical Consciousness: The ability to recognize and analyze systems of inequality and the commitment to take action against these systems.

Deficit Thinking: Focus on problems rather than potential (Achievement, 2021).

Educational Equity: Every student has access to the resources and educational rigor they need at the right moment in their education, across race, gender, ethnicity, language, ability, sexual orientation, family background, and/or family income (Adapted from The Aspen Education & Society Program and the Council of Chief State School Officers. 2017. Leading for Equity: Opportunities for State Education Chiefs. Washington, D.C).

Humility: Acknowledging that one's own understanding is incomplete and that you have a willingness to learn (DPI Humility Mindset Card, 2021).

Identity Markers: The characteristics, aspects, histories, background, and knowledge that make us each unique and which shape us both personally and professionally (DPI PEFA ecourse, 2021).

Macroaggressions: Large scale or overt aggression based solely upon their marginalized group membership (Wing Sue, 2010). Permits microaggressions to persist (Dixson, 2016).








Microaggressions: Microaggressions have been defined as brief and commonplace daily verbal, behavioral, or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative insults (DPI PEFA ecourse, 2021).

Person-First: Puts the person before the disability and emphasizes abilities not limitations (Office of Disability Rights, 2006).

Systemic: Affecting the whole system instead of just the parts.

Unconscious bias: A negative association that people hold that is expressed automatically, without conscious awareness. It is also known as implicit or hidden bias (WDPI PEFA course, 2021).

Coaching Competencies at a Glance

1. Equity Mindset 	1a. Analyzes beliefs and feelings within oneself	1b. Notices, disrupts, and dismantles deficit thinking and biases in others that uphold inequities	1c. Examines and challenges inequitable policies and practices within systems	
2. Relationship Development 	2a. Builds trust, rapport, and respect with clients and others			
3. Communication Skills 	3a. Communicates effectively in multiple contexts			
4. Knowledge Base Development 	4a. Understands both the historical and modern context of dominant and non-dominant cultures	4b. Understands a range of coaching approaches	4c. Understands the innovation or practice on which they coach	
5. Coaching Conversation Facilitation 	5a. Structures conversations around a cyclical model	5b. Promotes reflection	5c. Challenges assumptions	5d. Pushes for details and depth
6. Change Facilitation 	6a. Analyzes data, evolving and fluid situations, and systems for the conditions of change	6b. Supports client to develop action plans and goals that include evidence-based, high quality educational practices implemented with fidelity	6c. Generates productive conflict	6d. Expects, attends, and mitigates resistance to change
7. Reflective Practice 	7a. Engages in professional learning	7b. Develops emotional intelligence and resilience	7c. Seeks and applies feedback for self-improvement	

Anatomy of the CCPP – How it Works

Contributions to Change

This section includes a description of *why* each competency is important and how it contributes to change.
This describes the “why”

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
<p>This section provides additional critical components of the competency. The components break down the competency and provide a more detailed definition.</p> <p><i>This details the “what”</i></p>	<p>This section describes observable behaviors of a highly skilled coach.</p> <p><i>This describes the “how”</i></p>	<p>This section describes observable behaviors of a coach who is developing skills.</p> <p><i>This describes the “developing how”</i></p>	<p>This section describes behaviors of a coach that are unacceptable and indicates a need for professional development.</p> <p><i>This describes the “how not”</i></p>

1. Equity Mindset



Contributions to Change

Developing one’s knowledge of self and understanding of the historical context of who has benefited and who has not is essential for effective, transformative system change. A coach must work towards the goal of seeking to redress inequities for each and every student. The coach and client work to dismantle biases and deficit thinking and reform educational structures.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
1a. Analyzes beliefs and feelings within oneself	<p>The coach cultivates critical consciousness: the willingness and ability to see and speak to how their power and privilege are at work to systematically advantage some while simultaneously disadvantage others.</p> <p>The coach models self-awareness through transparency, vulnerability, and compassion when examining their social and personal identities.</p> <p>The coach intentionally disrupts the ways in which their social and personal identities uphold inequities.</p>	<p>The coach is developing critical consciousness in their ability to see how their power and privilege are at work to systemically advantage some while simultaneously disadvantage others but are not able to speak to it.</p> <p>The coach usually models self-awareness through transparency, vulnerability, and compassion when examining their social and personal identities.</p> <p>The coach recognizes the ways in which their social and personal identities uphold inequities but is unsure of how to disrupt them.</p>	<p>The coach is unwilling and/or unable to see and speak to how their power and privilege are at work to systemically advantage some while simultaneously disadvantage others.</p> <p>The coach rarely models self-awareness through transparency, vulnerability, and compassion when examining their social and personal identities.</p> <p>The coach does not recognize the ways in which their social and personal identities uphold inequities.</p>
1b. Notices, disrupts, and dismantles deficit thinking and biases in others that uphold inequalities	<p>The coach surfaces the core values, emotions, biases, and beliefs of the client and guides their understanding of how their thoughts and actions may negatively impact students,</p>	<p>The coach surfaces the core values, emotions, biases and beliefs of the client, but does not guide their understanding of how their thoughts and actions may negatively impact</p>	<p>The coach does not recognize how core values, emotions, biases and beliefs of the client impact those around them.</p>

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
	<p>staff, families, and communities who are underserved.</p> <p>The coach facilitates conversations to recognize, identify, and elevate the strengths of students, staff, families, and communities who are underserved.</p>	<p>students, staff, families, and communities who are underserved.</p> <p>The coach facilitates conversations to recognize and identify the strengths of students, staff, families and communities who are underserved however they are unable to move the client to elevate identified strengths.</p>	<p>The coach does not facilitate conversations regarding the strengths of students, staff, families and communities who are underserved.</p>
<p>1c. Examines and challenges inequitable policies and practices within systems</p>	<p>The coach surfaces the impact of identities on systems, works to disrupt and dismantle their negative effects, and facilitates action planning to build a more equitable system of education in its place.</p> <p>The coach consistently facilitates the co-creation of spaces and practices which include shared decision making and authentic participation for students, staff, families, and communities who are underserved.</p> <p>The coach uses reflective resources, tools, feedback, and discussion protocols to anticipate and address how systemic inequities impacts transformational change.</p>	<p>The coach recognizes the impact of identities on systems and inconsistently works to disrupt and dismantle their negative effects.</p> <p>The coach sometimes facilitates the co-creation of spaces and practices which include shared decision making and authentic participation for students, staff, families, and communities who are underserved.</p> <p>The coach uses resources, tools, feedback and discussion protocols to address systemic inequities.</p>	<p>The coach does not recognize how identities have impacted systems.</p> <p>The coach does not facilitate spaces and practices for shared decision making with students, staff, families, and communities who are underserved.</p> <p>The coach does not consider how some protocols and resources may misrepresent students, staff, families, and communities who are underserved.</p>

2. Relationship Development



Contributions to Change

A mutually trusting and respectful relationship between coach and client is characterized by the reciprocal sharing of knowledge and perspectives and honoring the expertise and experiences of all. This provides supportive conditions for shifting behaviors, mindsets, values, and beliefs.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
<p>2a. Builds trust, rapport, and respect with clients and others</p>	<p>The coach consistently and independently demonstrates the following behaviors:</p> <ul style="list-style-type: none"> • maintains the confidentiality of others • keeps commitments • encourages clients to speak about their emotional responses • urges client to examine their core values, biases, and mindsets with a critical lens • demonstrates compassion while keeping students and their families at the center of conversations • supports client to create and maintain norms that foster a safe and supportive environment • seeks and models an equal partnership between coach and client 	<p>The coach usually demonstrates the following behaviors independently but may occasionally need support:</p> <ul style="list-style-type: none"> • maintaining the confidentiality of others • keeping commitments • encouraging clients to speak about their emotional responses • urging client to examine their core values, biases, and mindsets • demonstrating compassion while keeping the students and their families at the center of the conversations • supporting client to create and maintain norms that foster a safe and supportive environment • seeking and modeling an equal partnership between coach and client 	<p>The coach fails to:</p> <ul style="list-style-type: none"> • keep confidentiality. • keep commitments • encourage clients to speak about their emotional responses • urge client to examine their core values, biases, and mindsets • demonstrate compassion while keeping the students and their families at the center of the conversations • address unsafe or hostile environments. • recognize and repair breaches in trust <p>The coach perpetuates hierarchical relationships and/or dominates interactions.</p>

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
	<ul style="list-style-type: none"> recognizes and repairs breaches in trust <p>The coach consistently and independently demonstrates the ability to interrupt deficit thinking and leverage individual perspectives as an asset to accomplish goals.</p> <p>From a place of humility, compassion, and curiosity, the coach listens for the benefit of the speaker.</p>	<ul style="list-style-type: none"> recognizing and repairing breaches in trust <p>The coach usually demonstrates the ability to interrupt deficit thinking and leverage individual perspectives as an asset to accomplish goals.</p> <p>From a place of compassion and curiosity, the coach listens for the benefit of the speaker.</p>	<p>The coach listens with intent to interject opinions or judgement.</p>

3. Communication Skills



Contributions to Change

Communicating effectively provides a consistent level of shared understanding for all and reduces barriers in order to positively impact client outcomes.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
<p>3a. Communicates effectively in multiple contexts</p>	<p>The coach uses asset-based and person-first language.</p> <p>The coach intentionally uses language that is accessible and acceptable to the client (cultural, linguistic, and nonverbal).</p> <p>The coach leverages others' strong emotions to maximize productive outcomes.</p> <p>The coach facilitates a process with the client to support communication loops.</p> <p>Coach consistently acknowledges that well intended actions may affect others negatively and challenges the client to reflect on and take ownership of the impact.</p>	<p>The coach uses person-first language.</p> <p>The coach uses some culturally and linguistically responsive communication methods.</p> <p>The coach sometimes leverages others' strong emotions to maximize productive outcomes.</p> <p>The coach sometimes facilitates a process with the client to support communication loops.</p> <p>Coach assumes positive intentions without consideration of impact and/or occasionally expresses judgement or influence.</p>	<p>The coach uses deficit based language and focuses on labels instead of people.</p> <p>The coach uses communication styles that disengage the client.</p> <p>The coach engages in or shuts down strong emotions that preclude productive outcomes.</p> <p>The coach neglects to communicate, or otherwise diminishes or blocks communication loops.</p> <p>Coach is unaware that actions can be interpreted differently by others, and/or relies on judgement or influence.</p>



4. Knowledge Base Development

Contributions to Change

The knowledge of and ability to use a wide range of coaching approaches enables the coach to be responsive to the situational needs of all clients, supporting attention to and examination of practices that can effectively disrupt systemic inequities.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
4a. Understands both the historical and modern context of dominant and non-dominant cultures	The coach intentionally engages in their own learning about the history of disparities in resources, opportunities, and access that may be ingrained within the structures of the organization.	The coach is open to learning about the history of disparities in resources, opportunities, and access that may be ingrained within the structures of the organization and engages in learning when presented by others.	The coach has no understanding of disparities in resources, opportunities, and access that may be ingrained within the structures of the organization or excludes any discussion or consideration of it, resulting in the perpetuation of inequalities in the system.
4b. Understands a range of coaching approaches	The coach is fluent in a variety of coaching strategies and approaches and is able to adjust their approach based on the needs of the client.	The coach is developing a variety of coaching strategies and approaches and is sometimes able to adjust their approach based on the needs of the client.	The coach uses a limited number of coaching approaches, regardless of the client or context.
4c. Understands the innovation or practice on which they coach	The coach identifies and explains the importance of key components of the innovation, practice or systems.	The coach can identify and explain the importance of some key components of the innovation, practice or systems and is actively developing their knowledge.	The coach has no knowledge of the innovation, practice or systems and does not actively seek knowledge.

5. Coaching Conversation Facilitation



Contributions to Change

Facilitating the coaching conversation effectively supports clients in order to positively impact equitable outcomes for each and every learner.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
5a. Structures conversations around a cyclical model	The coach uses a cyclical model for structuring conversations and moves the client to generate a commitment to action that is aligned to goals.	The coach is aware of the cyclical model for structuring conversations but occasionally needs support to move the client to action.	The coach either provides no structure to conversations, or mis-structures conversations so that forward progress is not facilitated.
5b. Promotes reflection	<p>The coach is aware of and makes space for the client's emotions without detracting from the goal of improving equitable outcomes for each and every student.</p> <p>The coach uses questioning to generate more ideas and deeper thoughts.</p> <p>The coach restates what is being observed or articulated and provides feedback.</p>	<p>The coach is aware of and sometimes makes space for the client's emotions. At times the goal of improving equitable outcomes for each and every student may be deprioritized</p> <p>The coach sometimes uses questioning to generate more ideas and deeper thoughts.</p> <p>The coach is inconsistent and unpredictable in responding or providing feedback.</p>	<p>The coach avoids and/or discourages outward displays of emotion or allows client emotions to dominate the coaching conversation to the detriment of improving equitable student outcomes.</p> <p>The coach does not prompt the client to consider their original thoughts or actions.</p> <p>The coach overlooks the need for consistent and ongoing feedback.</p>
5c. Challenges assumptions	The coach facilitates dialogue to clarify, extend, and deepen thinking, explore options, invite diverse	The coach inconsistently facilitates dialogue to clarify, extend, and deepen thinking, explore options, invite diverse perspectives, and/or	The coach positions themselves as the expert and/or directs decisions without considering the needs of the client.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
	perspectives, and draw upon the expertise of the client.	seldom draws upon the expertise of the client.	
5d. Pushes for details and depth	The coach identifies focus, gets background information, and identifies possibilities and obstacles.	The coach inconsistently identifies focus, gets background information, and/or identifies possibilities and obstacles.	The coach neglects or misidentifies focus, leading to uninformed client decisions without considering the consequences.

6. Change Facilitation



Contributions to Change

Intentionally disrupting and dismantling marginalizing policies, practices, and structures promotes the sustainability of equitable practices. Facilitating change based on both student and systems-level data improves access to quality learning opportunities, redresses systemic inequities, increases the likelihood of adaptive change, and builds capacity with the organization.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
6a. Analyzes data, evolving and ambiguous situations, and systems for the conditions of change	<p>The coach strategically looks at data with the client and considers possibilities by collecting information from multiple sources and diverse perspectives to support equitable continuous systemic improvements.</p> <p>The coach supports the client to leverage change by identifying strengths, barriers, and opportunities within systems that benefit some and not others.</p>	<p>The coach looks at data with the client and/or considers possibilities by collecting information from limited sources and perspectives that may or may not inform continuous systemic improvements.</p> <p>The coach sometimes supports the client with identifying strengths, barriers, and/or opportunities to leverage change.</p>	<p>The coach does not consult data and/or makes decisions with irrelevant data from insufficient sources and perspectives.</p> <p>The coach uses a deficit-based approach when interacting with the client, thus consistently missing opportunities to leverage change.</p>
6b. Supports client to develop action plans and goals that include evidence-based, high quality equitable educational practices implemented with fidelity	<p>The coach works in alignment with the school or district strategic/action plan.</p> <p>The coach uses gradual release strategies in response to the clients' needs and skill levels.</p>	<p>The coach works in alignment with the school or district strategic/action plan with support.</p> <p>The coach is aware of the use of gradual release strategies in response to the clients' needs and skill levels.</p>	<p>The coach does not consider the school or district strategic/action plan.</p> <p>The coach is not aware of gradual release strategies in response to the clients' needs and skill levels.</p>

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
6c. Generates productive conflict	The coach consciously selects strategies that encourage clients to seek out different or innovative perspectives and approaches that create opportunities and break down barriers.	The coach unintentionally selects strategies that maintain the status quo and limit clients from seeking different or innovative approaches.	The coach consciously selects strategies and/or maintains the status quo by not encouraging clients to seek out different or innovative approaches.
6d. Expects, attends and mitigates resistance to change	<p>The coach anticipates, recognizes, and accepts resistance to change and proactively addresses it.</p> <p>The coach assists the client to identify and act upon their sphere of influence and sphere of control within their system.</p>	<p>The coach sometimes anticipates, recognizes and/or accepts resistance to change but tends to address it reactively. The coach rarely addresses it proactively.</p> <p>The coach inconsistently assists the client to identify and act upon their sphere of influence and sphere of control within their system.</p>	<p>The coach responds in ways that enhance the client's resistance to change (i.e., power struggles, terse tone, defensive posture).</p> <p>The coach is unaware of how power and privilege play into others' influence and control within systems.</p>

7. Reflective Practice



Contributions to Change

Engaging in continuous self-improvement through professional learning and feedback is essential for coaches to bring up-to-date strategies and research to ever-changing systems. Modeling the habits of lifelong learning and professional growth promotes a change in adult practices centered on equitable outcomes.

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
7a. Engages in professional learning	<p>The coach engages in self-directed learning and networking to build coaching capacity.</p> <p>The coach recognizes gaps in their own learning and seeks out professional learning to address those gaps.</p>	<p>The coach engages in directed learning and networking to build coaching capacity.</p> <p>The coach engages in and/or seeks professional learning for identified gaps.</p>	<p>The coach does not recognize the need to build coaching capacity.</p> <p>The coach does not engage in opportunities for professional growth.</p>
7b. Develops emotional intelligence and resilience	<p>The coach regulates and monitors their own emotional state and makes strategic choices about when and how to share their own feelings and thoughts in order to maintain focus on the goals of the client and system.</p> <p>The coach speaks to and models the importance of self-care.</p> <p>The coach regularly articulates the values, beliefs, biases, and actions they bring to the coaching conversation and reflects on the impact of them.</p>	<p>The coach sometimes regulates and monitors their own emotional state and makes strategic choices about when and how to share their own feelings and thoughts in order to maintain focus on the goals of the client and system.</p> <p>The coach speaks to the importance of self-care.</p> <p>The coach occasionally articulates values, beliefs, biases and actions they bring to the coaching conversation, or does so with prompting.</p>	<p>The coach regularly interjects their thoughts and feelings throughout the coaching conversation, which shifts the focus of the conversation from the client to the coach.</p> <p>The coach doesn't speak to or fails to recognize the importance of self-care.</p> <p>The coach interacts in negative or defensive ways, and/or is easily offended, and/or fails to connect emotional responses to the beliefs and biases that underlie them.</p>

Components of the Competency	Expected Use in Practice	Developmental Use in Practice	Unacceptable Variation
7c. Seeks and applies feedback for self-improvement	The coach intentionally seeks feedback, engages in learning to address the feedback, and incorporates appropriate change in practice.	The coach will accept feedback, may engage in learning to address the feedback, and may incorporate appropriate change in practice.	The coach becomes defensive when feedback is offered, does not engage in learning to address the feedback, and/or will not incorporate appropriate change in practice.

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