

	<p><b>The 15 Deliverables</b>  <b>Hallmarks of the Certified Coach™</b>                  version 1.3 06/05/02   copyright coachville.com                  During the typical coaching call, there are a number of, and different types of, things that the coach delivers to the client; these deliverables then lead to client outcomes. All can/do add value. These 15 Deliverables are part of the basis of the Certified Coach Program from <a href="http://CoachVille.com">CoachVille</a> and are only available to our members.</p>
<p>Scorecard of the coach's effectiveness                  low -----high</p>	<p><b>The Deliverables</b>                  ...one of 5 components of the Certified Coach Coaching Process  <a href="#">clarifiers</a>   <a href="#">proficiencies</a>   <a href="#">deliverables</a>   <a href="#">frameworks</a>   <a href="#">stylepoints</a></p>
<p>0 1 2 3 4 5</p>	<p><b>1. Perspective</b>                  The coach provides fresh or different ways of looking at a situation, context.                  Points off for limited, ill-fitting or coach-centric perspectives.</p>
<p>0 1 2 3 4 5</p>	<p><b>2. Validation</b>                  The coach validates via encouragement and acknowledgement.                  Points off for puffery, mushiness, exaggeration.</p>
<p>0 1 2 3 4 5</p>	<p><b>3. Message</b>                  The coach shares fitting knowledge, opinions, or wisdom.                  Points off for clichés', Hallmark Card sayings, off-the-mark messages.</p>
<p>0 1 2 3 4 5</p>	<p><b>4. Energy</b>                  The coach provides energy and support as needed.                  Points off for adrenaline, misreading energy need, hype.</p>
<p>0 1 2 3 4 5</p>	<p><b>5. Solution</b>                  The coach shares a solution to a problem or issue.                  Points off for off-the-shelf solutions, single solutions, being absolute.</p>
<p>0 1 2 3 4 5</p>	<p><b>6. Plan</b>                  The coach co-develops a plan of action with the client.                  Points off for just to-do list, missing timelines/deadlines.</p>
<p>0 1 2 3 4 5</p>	<p><b>7. Structure</b>                  The coach provides support and a check-in structure for the client.                  Points off for being 'too loose or too strict,' not calibrating to client wants.</p>
<p>0 1 2 3 4 5</p>	<p><b>8. Resource</b>                  The coach suggests/refers client to experts, books, tools, assessments.                  Points off for rushing in with a resource, or for presenting ill-fitting resource.</p>
<p>0 1 2 3 4 5</p>	<p><b>9. Options</b>                  The coach expands the number of options the client thought they had.                  Points off for missing obvious and out-of-the box options.</p>
<p>0 1 2 3 4 5</p>	<p><b>10. Caring</b>                  The coach cares via listening, patience, safety and love.                  Points off for taking on a parental/sibling role, sharing the burden.</p>
<p>0 1 2 3 4 5</p>	<p><b>11. Training</b>                  The coach trains clients in personal and business skills.                  Points off for convincing, selling or pushing skills on clients.</p>
<p>0 1 2 3 4 5</p>	<p><b>12. Advice</b>                  The coach provides advice via recommendations and suggestions.                  Points off for single-option, risky advice; advice beyond legal/ethical scope.</p>
<p>0 1 2 3 4 5</p>	<p><b>13. Strategy</b>                  The coach develops or co-develops a personal or business strategy.                  Points off for tactics-only.</p>
<p>0 1 2 3 4 5</p>	<p><b>14. Feedback</b>                  The coach offers feedback, observations, insights, ideas and opinions.                  Points off for reactions, agendas, narrow feedback.</p>
<p>0 1 2 3 4 5</p>	<p><b>15. Challenge</b>                  The coach provides a challenge to the client to stretch or make a change.                  Points off for setting up the client for failure, pushing too hard; not enough.</p>
<p>_____</p>	<p>Total score (max 75)</p>