



THE BEHAVIOURAL STANDARDS FRAMEWORK COACHING

The Coaching Behavioural Standards Framework (CBSF) recognises competencies in nine key areas within three categories that span the three levels of credentialed coaching to support coaches in understanding the requirements of each level. The competencies and examples given are indicators of behaviours or principles the coaches should be displaying to meet each competency level. The following three categories and nine competencies are recognized:

Standards Related to the Coaching Process

1. Contracting.
2. Communicating.
3. Relationship - Building Trust and Rapport.
4. Creating Awareness and Opportunities for Learning.
5. Designing Actions and Managing Accountability.

Standards Related to the Self-Management

6. Building Self Awareness.
7. Creating opportunities for Personal and Professional Growth.
8. Maintaining a Coaching Presence.

Standards Related to the Context Management Behavioural Standards

9. Managing Diversity.

Three levels of coaching designations are recognised for COMENSA credentialing:

- CCC COMENSA Credentialed Coach
Designation Level 1
- CSC COMENSA Senior Coach
Designation Level 2
- CMC COMENSA Master Coach
Designation Level 3



THE BEHAVIOURAL STANDARDS FRAMEWORK MENTORING

The Mentoring Behavioural Standards Framework (MBSF) recognises competencies in ten key areas within three categories that span the three levels of credentialed mentoring to support mentors in understanding the requirements of each level. The competencies and examples given are indicators of the behaviours or principles the mentors should be displaying to meet each competency level.

The following three categories and ten competencies are recognised:

Standards Related to the Mentoring Process

1. Session Agreement & Contracting
2. Relationship — Rapport & Trust
3. Communication
4. Creating Awareness for Learning

Standards Related to the Mentor

5. Sharing Knowledge & Experiential Wisdom
6. Network & Resource Sharing
7. Creating Independence & Empowerment
8. Own Personal Growth & Development

Standards Related to the Context of the Mentoring Session

9. Meeting the Mentee in Their Context
10. Managing Diversity & Values

Three levels of mentoring designations are recognised for COMENSA credentialing:

- CCM COMENSA Credentialed Mentor
Designation Level 1.
- CSM COMENSA Senior Mentor
Designation Level 2
- CMM COMENSA Master Mentor
Designation Level 3