

# HDI Support Coach (HDI-SC) Certification Syllabus

## ***Intended Audience***

This certification is intended for those professionals that serve in the role of a support coach to their peers within the support organization or are a part of a service management strategy to improve the skills and knowledge of professionals working within service manage organizations.

## ***Scope***

Candidates who earn the Support Coach certification must be able to demonstrate their knowledge of coaching best practices and concepts. The body of knowledge for the Support Coach certification is organized into three categories:

1. Concepts of Coaching
2. Coaching Skills
3. Coaching Process

## ***Certification Exam***

Each exam consists of 50 multiple choice questions and must be completed in 60 minutes. A minimum score of 80 percent is required to pass a certification exam, unless otherwise published. Individuals who achieve the passing score will receive a certificate from HDI acknowledging their accomplishment and a credentialing logo that may be added to signature blocks and business cards.

The following resources have been designed to assist a student in preparing for the Support Coach certification exam. They reinforce the core concepts and provide skills-building opportunities for the attendees.

- Coaching Skills for Quality Support guide by Dr. Beth Haggett and HDI
- Coaching Skills for Quality Support workshop by Dr. Beth Haggett and HDI

## ***Certification Exam Weighting***

The certification exam is randomly generated from a pool of pre-authorized exam questions. As a result, each certification exam is different. The questions have been classified by the categories of this syllabus. The certification exam is designed to test the candidate's knowledge in each category.

The number of questions presented from each category is based on the certification weighting. When the time available to study prior to taking a certification exam is limited, consider the certification weighting and review the categories with the highest allocations.

The following table represents the weighting for each of the standards categories within the certification exam. This information is provided to help you focus as you prepare for the exam.

Category	Weighting %
Concepts of Coaching	30 %
Coaching Skills	30 %
Coaching Process	40 %

### ***Certification Syllabus***

The following list of competencies makes up the scope of the body of knowledge covered by the certification exam as well as the above mentioned resources. No specific product or technology is covered by the exam.

Number	Competency
<b>1.</b>	<b>Concepts of Coaching</b>
1.1	Identify the definition of a support coach:
1.2	Recognize the ROI of coaching
1.3	Identify the commitment and requirements of a coach
1.4	Identify the primary objectives of a coach
1.5	Identify key principles of motivation.
1.6	Identify underlying reason change is difficult.
1.7	Identify ways a coach can support organizational change.
1.8	Identify the attributes of an effective coach
1.9	Identify the elements of the coaching role
1.10	Identify why coaching is important to the success of a support organization.
1.11	Identify the ways in which coaching enables increased motivation.
1.12	Identify an individual's readiness for change.
1.13	Identify how to engage with a person who appears to be unwilling to learn.
<b>2.</b>	<b>Coaching Skills</b>
2.1	Identify the purpose of establishing a coaching contract.
2.2	Identify how underlying beliefs impact behaviors.
2.3	Identify the principles of appreciation that makes it effective and meaningful in coaching.

<b>Number</b>	<b>Competency</b>
2.4	Identify the principles of inquiry that makes it effective and meaningful in coaching.
2.5	Identify the principles of reflection that make it effective and meaningful in coaching.
2.6	Identify the principles of advocacy that make it effective and meaningful in coaching.
2.7	Identify effective coaching language.
2.8	Identify key skills for dealing with objections.
2.9	Identify good outcomes from coaching interactions around handling objections. What determines a successful outcome?
2.10	Identify what elements make remote coaching successful.
<b>3.</b>	<b>Coaching Process</b>
3.1	Identify the three types of coachee's.
3.2	Identify how and when to engage the three types of coachee's.
3.3	Identify the basic ethics of the coaching relationship.
3.4	Identify suggested ratio or number of coaches to coachee's.
3.5	Identify the goals and objectives for first coaching session.
3.6	Identify the goals and objectives for second coaching session.
3.7	Identify the goals and objectives for ongoing coaching sessions.
3.8	Identify key ways to keep coaches aligned for consistency.
3.9	Identify the importance of setting expectations with the coachee - especially early in the process.
3.10	Identify why it is important to track progress.
3.11	Identify the coach's responsibility with respect to confidentiality.
3.12	Identify the coach's responsibility with respect to trust.
3.13	Identify the coach's responsibility with respect to reliability.
3.14	Identify the coach's responsibility with respect to accountability.
3.15	Identify whose responsibility it is to get the coachee to participate in a support process.
3.16	Identify whose responsibility it is to get the coachee to show up for coaching sessions.
3.17	Identify the coach's responsibility to management.
3.18	Identify a common problem when coaching people on their performance.
3.19	Identify what actions to take to improve the coachee's performance.
3.20	Identify important boundaries for coaching success.
3.21	Identify management's role in supporting coaching.

Number	Competency
3.22	Identify management's role in enabling coaching.
3.23	Identify the importance of the coach self-assessment.
3.24	Identify the areas a coach should consider to prepare for a coaching session.
3.25	Identify important boundaries for coaching success considering the coach and the coachee.

### ***Exam Delivery***

The HDI Support Coach certification exam is delivered through the HDI Learning Center. To learn more about the HDI Learning Center or to purchase individual exam, visit [www.thinkHDI.com/Exams](http://www.thinkHDI.com/Exams)

### ***Exam Results***

At completion of the exam a Pass/Fail result will be displayed. If a Fail result is displayed, the candidate will receive immediate feedback regarding the major areas on which to focus before retaking the exam. Exam results are confidential.

### ***Exam Retakes***

Candidates may retake an exam for a fee of \$99. All exams are randomly generated from the bank of approved certification exam questions. Contact the HDI Customer Care Center at 800-248-5667 or via [Support@thinkHDI.com](mailto:Support@thinkHDI.com) to purchase an exam retake.