

Post-Certificate Diploma in Coaching

The Certificate in Coaching Skills is Part I of Coaching Development's Diploma Programme. Part II is the Post-Certificate Diploma in Coaching - a programme of continuing professional development to support coaches who have completed the Certificate training and who are engaged in regular client work.

This programme of continuing professional development runs over a 6-month period followed by an assessment process – all of which is detailed below.

For overseas participants who find it difficult to attend face-to-face observation and assessment sessions in the UK, it is possible to submit recordings. Please contact us if this is the case.

What You Need To Do

Please ensure that you have read all of the information below (**Programme Elements** and **Diploma Assessment Process**) and the other documents sent to you.

You should then call Sarah at Coaching Development on 0560 115 0261 / 020 8977 8884 and go through the Diploma flowchart to check that everything is clearly understood. You should make this call during the first week of September for the Autumn programme, or the first week of March for the Spring programme.

Programme Elements

The programme contains the following elements (see accompanying Diploma Programme flowchart):

- **100+ hours of client coaching** – You need to ensure that you will have accumulated 100 hours of client work by the time you sit the Live Assessment. It is a good idea to get a breadth of experience, and work with a wide client base. Therefore, we recommend that these hours are generally gained by working with 'real' clients, ie, you should not count more than 25 hours' practice gained from working with colleagues in coaching circles. (NB: the ICF requires 100 hours for an ACC credential of which 25% can be pro-bono. Please refer to ICF directly for current information.)
- **5 supervision sessions** – You need to have 5 x ½ hour supervision sessions during the six-month period. We will provide you with a list of approved coach supervisors and you should contact the supervisor of your choice to arrange these sessions. These should be booked as soon as possible so that you have continuous ongoing supervision throughout the programme.

If you wish to use another supervisor, then please contact us. As a rule of thumb, any other supervisor should be able to demonstrate a clear understanding of the nature of coaching as CD teaches it, and should also have a qualification in supervision. If you want to use someone outside the CD team, then we would want them to have had a discussion with us before you embark on the supervisory process. Ideally this option is not your first choice.

Please note that in the event that more than 3 months elapses between finishing the 6-month programme and taking the live assessment, you should consider continuing with supervision. Whilst this is outside the required fee-paying programme, you should take into account that if you are not in continuous ongoing supervision this may affect the quality of your coaching and your success in the Diploma programme. (It is also worth noting that increasingly clients are expecting prospective coaches to be in regular supervision in addition to holding a recognised credential.)

- **6 1-to-1 coaching sessions** - 6 hours of coaching with a senior Coaching Development coach. We will provide you with the names of these coaches and you should contact them directly to arrange your coaching sessions.
- **Triads – peer group coaching** (optional) – You have the opportunity for ongoing peer group development sessions throughout the programme. Please confirm whether or not you are interested in taking part in these groups.

Once registration is complete, participants will be grouped in threes. These triads will enable you to support and challenge each other's learning and practice, so that each participant receives ongoing feedback at PCC level.

Ideally you would replicate the process you are used to from the Certificate training. In order to keep the work focused, we suggest that you coach for 20 minutes and then give/receive feedback for 10-15 minutes. It might be useful to ask your observer to give attention to areas about which you particularly wish to receive feedback.

Whilst we have no stipulation about timing and frequency we suggest that you participate in 3 groups over the period of the Diploma Programme, so that you would change groups every 2 months. During each 2-month period, frequency will obviously depend on your diaries, but the experience of previous groups has suggested that fortnightly might be a good choice.

Once formed, the groups will be self-managing. However we will need all groups to change over at the same times in order to reduce the amount of juggling required!

- **2 observed coaching sessions** – You will already have completed 4 observed sessions with a qualified observer during the Certificate training and a further 2 are needed to fulfil the Diploma Programme requirements.

These are live coaching sessions in which you will be observed and receive feedback from a qualified coach. You will need to arrange a client to coach, ideally someone who is a 'real' client. If necessary, another coach is acceptable as your client though less useful for your learning. Please note that there is no assessment element to these sessions, they are purely for observation and feedback.

We will provide you with a list of approved observers and you should contact the observer of your choice to arrange these sessions. They will observe and record your sessions and copies of the observation notes and recordings will be sent to you.

You do not have to have the same observer for both sessions. Whilst you cannot have the same person as your coach and supervisor, or as your coach and observer, your supervisor can also be your observer if so desired.

- **Diploma Assessment Process** – see section below.

Diploma Assessment Process

Upon completion of the 6-month programme above, *and when you feel ready to do so*, you should initiate the Assessment process. This process consists of a number of consecutive stages – Parts 1, 2 and 3 - each of which takes time for us to process. Parts 1 and 2 each comprise both a recorded and written submission, and Part 3 is the Live Assessment. The three parts must be taken in this order.

Should you find that you are waiting for a response to your Part 1, you can proceed with working on Part 2e) Ethical Questions, which is not dependent on the recorded submissions. However, please be sure still to make your submissions in the correct order.

Should any aspect of your recorded or written submissions not be acceptable, we will ask you to resubmit that part. You will be given reasons for any return of your work, and suggestions for improvement.

Part 1

Recorded Submission

From your recorded work, choose a coaching session of between 20 and 30 minutes which ideally demonstrates you coaching at your best. We suggest that this should not be before the third session in the coaching engagement, and the engagement should have been at least 6 sessions long. This recording should give clear evidence of:

- a clear subject or purpose
- an explicitly agreed outcome for the session
- a contract for the role of the coach
- a conclusion which refers to the desired outcome, whether achieved or not
- a broad range of coaching competencies.

Please send us a copy of your chosen recording for an informal 'yes, use this recorded session' or 'no, choose another recorded session'. The recording should be sent to Colin Brett, 13 Falcon Court, City Garden Row, N1 8EY or by email to: colin@coachingdevelopment.com. Please send post by ordinary mail not recorded or registered as Colin is often working out of the country and your work may be returned to you without Colin ever actually getting to see it. Please copy Sarah in when sending information to Colin so that we know where you are in on the Diploma process.

Please Note:

- *Recordings of observed sessions should not be used as exam tapes.*
- *Please don't use a coaching colleague as a client for your recorded submissions.*
- *Please ensure that you have your client's written permission to use the recording for this purpose.*
- *Please ensure you receive confirmation that the recording is suitable before proceeding with any written work.*

Written Submission

Once you have received approval to use this recording, write a skills commentary on your coaching as evidenced in this recorded session. This commentary should address in turn each of the following 6 points:

1. The use of the core competencies (those which you use widely, and those which you do not use so frequently on this recording, and why you think that you don't use them much)
2. What other coaching distinctions are being / should be evidenced here (potency, holding silences, relationship building, types of questioning, agenda, support and challenge, effectiveness of interventions, etc.)
3. Your own part in what was going on (inner dialogue, beliefs, emotions, thoughts)
4. What you liked about your coaching here
5. What you did not like, or question, about your coaching in this session, and
6. What the implications of this are.

This commentary should be reflective and evaluative. It should not tell the client's story, but focus on your coaching and on you as a coach.

Keep one copy of the recording for yourself and send a copy to the office. It is essential that the recording is of good sound quality, and that it is on a standard cassette (not micro cassette), or on a CD, or in an electronic form which can be played on a standard PC. When you have been notified that your Part 1 submission has been assessed as satisfactory, you can make your Part 2 submission. At this point you can also book your Part 3 face-to-face session where you will be assessed by, and receive feedback from, two PCC or MCC certified coaches.

Part 2**Recorded Submission**

From the same coaching session (or, if you prefer, from a different session), select a five minute segment which demonstrates you doing coaching of a high standard. Please ensure that you have your client's written permission to use the recording for this purpose.

When you send us the material for assessment, make sure it is cued to the place the transcript begins. It is essential that the recording is of good sound quality, and that it is on a standard cassette (not micro cassette), or on a CD, or in an electronic form which can be played on a standard PC.

Written Submission

With the recording, send us written material as follows:

- a). **Transcript.** Having selected five minutes of the session which show you doing coaching of a high standard, write out a transcript of this 5-minute slot. Make sure you write down everything exactly as it is said (include the half sentences, 'ums', 'ers', 'yeah's', etc. from both of you). Include this transcript in the material you are handing in.
- b). **Skills commentary.** Write a detailed and specific critique of the 5 minutes you have chosen from a coaching skills point of view. What are you doing here? Why? How effective was it? How do you know you were being effective? What makes these 5 minutes some of your best work? What other interventions could you have used? How would you rate your coaching presence, spontaneity, intuition, questioning? Which core competencies from the ICF list are you using, and why?
- c). **Self-awareness.** More generally speaking, what was your own process during your work with this client? What strengths were you showing? What are / were your doubts about your work with them (if any)? Where might your own agenda have been running? What did you learn about yourself in your work with this client?
- d). **Case notes.** Write the background to this case. Why did the client want coaching? What was their background? What was your contract with them? How would you describe the overall process of the coaching relationship? What techniques / interventions did you use (if any)? What were the high spots (changes, breakthroughs)? What were the low spots? How did you handle accountability? How did / do you and they see their future progress? What would have improved the process? How was the ending? How would you describe this particular coaching partnership?

(Each of your responses to points b – d above should be not less than 400 words long. Please type your answers using 1.5 spacing.)

- e). **Ethical issues.**

Comment on two of the three following scenarios. Each comment should be about 400 words in length.

- A. You have a Diploma in Coaching, and you describe yourself on your business card as a Life Coach. You have no other qualification. As an exception, you have recently agreed to coach the husband of a good friend of yours on his business. He is the MD of an SME, and you are doing really well in this new field of business coaching. You like him. He has now asked you to mediate in a situation involving two senior managers, one of whom is an ex-work colleague of yours, with whom you had a difficult relationship. The mediation project sounds pretty manageable, though.

What are the ethical considerations here, and how would you handle this request?

- B. You have a contract for services with the HR department of a large enterprise as an external coach, to work with a senior manager who is in line for a directorship. Your contract covers the following:
- the content of the coaching is confidential
 - the coaching is paid for by the company
 - the coaching takes place in normal working hours
 - the coachee is encouraged to share the outcomes of the coaching sessions with his line manager.

HR has just asked if you have spare capacity to take on more clients. This is a real feather in your cap. Today your client tells you that he wants to use future coaching sessions to prepare for a new job that he has been offered outside the company. He is your third client in this organisation; your previous two clients have left.

What do you do? What is your ethical stance here?

- C. You are contracted by a major player in the financial services sector to provide one-to-one coaching for their sales director. Your client has called to arrange a coaching session with you and advises you that he wants to discuss a dilemma regarding what he considers to be sharp practice by the company. He is considering raising a complaint with the Financial Services Authority against his own company. The contract you have signed includes a confidentiality clause, the exception being that if your client self-harms, threatens to harm another or to damage the reputation of the company, you reserve the right to raise this with the appropriate person.

What do you do? Comment also on your ethical deliberations.

Part 3

Live Assessment

There will be 5 dates available to choose from throughout the year when you can take your Part 3 face-to-face session. If you should fail to reach the required standard you will have a second opportunity to re-take the live assessment at another time at no additional cost.

Please note our Cancellation Policy for the Live Assessment: if you are unable to take the Live Assessment due to not having completed the required submissions in time, you must advise us at least 2 weeks prior to the assessment. Less than 2 weeks' notice will incur the full assessment fee of £350 + VAT.

On completion of the assessment process you will receive Coaching Development's Diploma – and our warm congratulations!