

Diploma for Professional Coaches and Mentors

Elevate your coaching and mentoring skills. Obtain professional practice accreditations.



Join us

PwC's Academy, in collaboration with Bluesky International (BI), is offering the Diploma for Professional Coaches and Mentors for the seventh consecutive time.

The aim of the programme is to provide participants with the theory, practice, toolbox, information, support and learning material to build coaching skills with a business focus. It is accredited with the European Quality Award (EQA) of the European Mentoring and Coaching Council (EMCC) and is one of the first programmes in Europe with the integrated individual coaching accreditation process (EIA).

The successful programme graduates will be awarded the Bluesky International EQA (BI EQA) programme certificate and the EMCC European Individual Accreditation (EIA) at the Practitioner Level.





Our approach to coaching

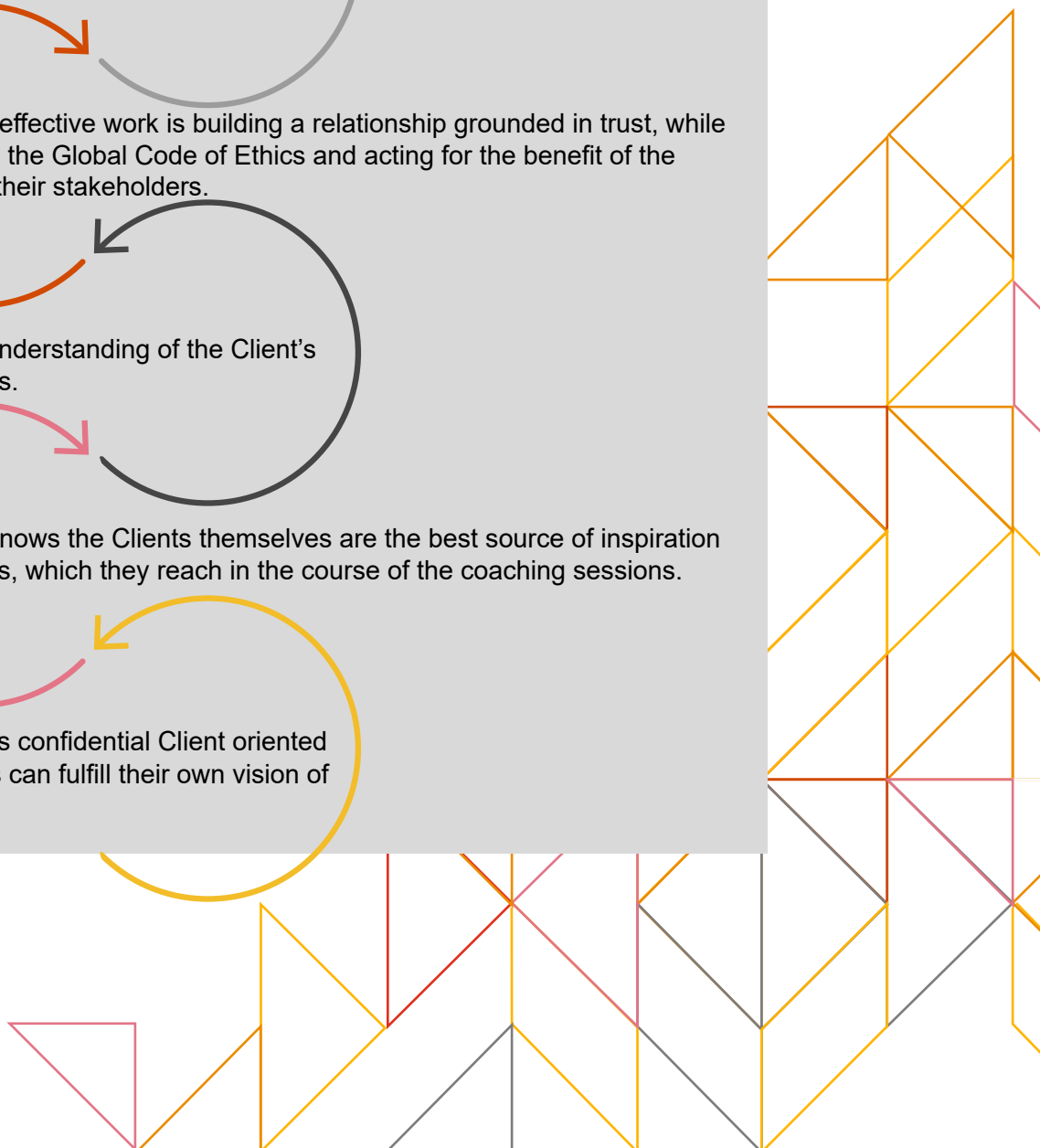
Coaching is about a systemic approach with the Client, having in mind their working environment, business challenges, level of motivation, values and expected results.

The key to effective work is building a relationship grounded in trust, while adhering to the Global Code of Ethics and acting for the benefit of the Client and their stakeholders.

Conscious acceptance and understanding of the Client's needs and development goals.

The coach knows the Clients themselves are the best source of inspiration and solutions, which they reach in the course of the coaching sessions.

A coaching relationship ensures confidential Client oriented cooperation, so that the Clients can fulfill their own vision of success.



Who is it for

Those who want a more thorough grounding in coaching methodology and general improvement of their coaching skills:

- ▶ HR Directors and/or Training/Organisational Development Consultants who wish to expand their knowledge and skills.
- ▶ Psychologists and Occupational Psychologists specialising in assessment/development who wish to enhance their coaching capacity.
- ▶ Line Managers who wish to coach more effectively as part of their management and leadership style.
- ▶ Retiring executives who wish to add Executive Coaching to their portfolio of consultancy activities or to make it their main offering.
- ▶ Aspiring coaches from a related professional background such as counseling, psychotherapy, teaching, business psychology etc.

The programme is addressed mainly to those who are interested in obtaining formal, internationally recognised coaching credentials.

Programme details

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| Duration | 10 months | | | | | | | | | |
| Workshop days | A combination of physical or virtual workshops over a 7 month period | | | | | | | | | |
| Workshop dates & time (GMT+2) | <table><tr><td>Module 1 (F2F):</td><td>5 & 6 December 2023 (9:00 – 17:00)</td></tr><tr><td>Module 2 (F2F)</td><td>13 & 14 February 2024 (9:00 - 17:00)</td></tr><tr><td>Module 3 (online)</td><td>16 and 17 April 2024 (14:00 - 17:30)</td></tr><tr><td>Module 4 (F2F)</td><td>10 or 11 June 2024 (9:00-11:00 or 11:30-13:30) 12 June 2024 (9:00 – 14:00)</td></tr></table> | | Module 1 (F2F): | 5 & 6 December 2023 (9:00 – 17:00) | Module 2 (F2F) | 13 & 14 February 2024 (9:00 - 17:00) | Module 3 (online) | 16 and 17 April 2024 (14:00 - 17:30) | Module 4 (F2F) | 10 or 11 June 2024 (9:00-11:00 or 11:30-13:30) 12 June 2024 (9:00 – 14:00) |
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| Delivery <ul style="list-style-type: none">F2F: Face to FaceOnline | | | | | | | | | | |
| Time commitment: | On average 20 hours per month (reading, reflection, recording) | | | | | | | | | |
| Accreditation and completion of EMCC Global EIA criteria: | EMCC Practitioner Level (awarded upon successful completion of the programme) | | | | | | | | | |
| Enrolment requirements: | <ul style="list-style-type: none">Fluency in English2 years and 2 months of coaching or mentoring experience prior to joining the programme. This includes a minimum of 70 hours of paid, pro bono, organisational coaching or mentoring experience. | | | | | | | | | |
| Fees: The fee includes the cost of the EMCC EIA accreditation process and assessment. | <p>Participation fee: €4.100 (+VAT) Early-bird fee: €3.600 (+VAT), for enrolments by 4 September 2023</p> <p>Registration Deadline: 28 November 2023</p> | | | | | | | | | |



Programme structure and format

The Diploma for Professional Coaches and Mentors is a comprehensive programme and consists of:

- A combination of physical or virtual workshops
- 2 hour final assessment through observed sessions for the final programme sign off
- One hour individual coaching supervision session with a professional coaching supervisor
- Sixty hours of coaching practice (approximately 30 hours during the workshop delivery and 30 hours in the workplace | independent practice)
- Active work in small groups
- MasterMind Groups
- Observed coaching sessions with accredited EMCC coaches
- Individual study and reflection learning
- Individual guidance and support in completing the BI EQA portfolio for the programme certificate and fulfilling the criteria for the EMCC EIA accreditation

Assessments and Workload

The emphasis throughout the programme is on the practical application of knowledge.

Assessments include:

- Reflective practice assessment and portfolio assessment
- Practice assessment (an observed session of coaching practice on Module 4)
- EMCC competency self-assessment

The total workload during the programme is estimated to be 200 hours in a 10-month period.

Accreditation

Upon successful completion of the programme, including assessment of practice and portfolio, and meeting the EMCC EIA criteria, participants will be awarded the following:

1. BI EQA Diploma for Professional Coaches and Mentors
2. EMCC EIA Practitioner certificate (the application process to the EMCC will be performed by BI on your behalf).

Benefits

Through this programme, the participants will gain:

A sound understanding of the theory and practice of coaching.

- Highly developed self-awareness and awareness of personal impact on clients.
- Competence and confidence using advanced coaching capabilities in a business environment.
- An integrative understanding of their own unique approach to coaching – putting their “signature” on their coaching practice.
- A close network of coaches who will have journeyed alongside each other on the course – for support and learning and connection with graduate alumni.
- A globally recognised coaching accreditation.

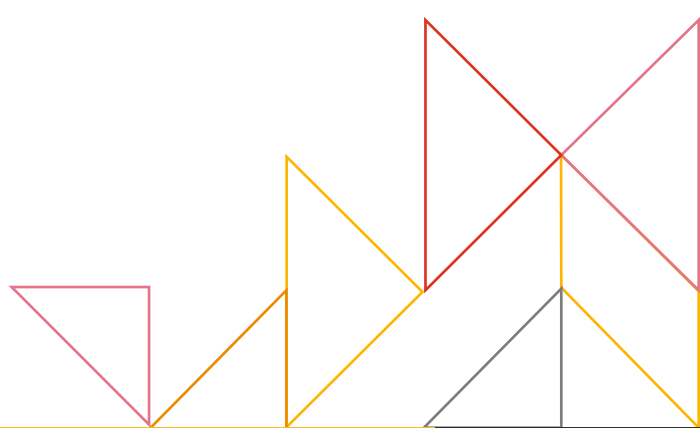


Workshop's key themes

Module 1

- Introduction to the programme
- Introduction by facilitators and participants
- Definitions of coaching and mentoring
- Coaching / mentoring continuum
- Creating MasterMind Groups
- Key competences for coaching and mentoring
- Enabling insight and learning
 - Levels of listening and the use of silence
 - Questioning skills
- Managing the contract: Boundaries for working safely (Global Code of Ethics)
- Preparing for the coaching conversation and approach to working with the client, including creating the environment for coaching
- Use of models and techniques: Coaching models
- Coaching demonstrations and practice sessions
- Reflective practice
- Coaching typologies
- Envisioning your 'future perfect' as a coach

Module 2

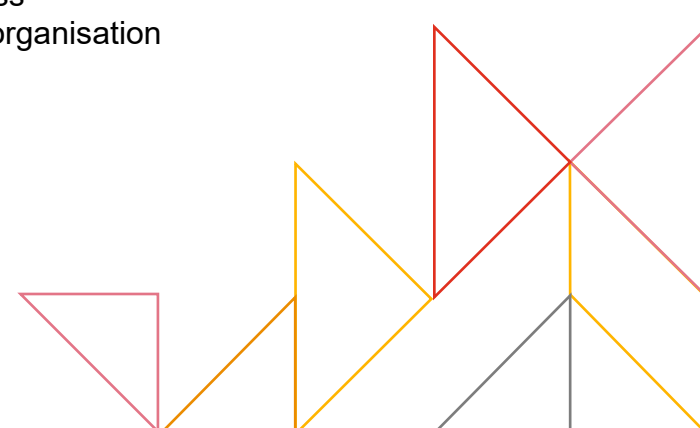
- Key competences for coaching and mentoring (continued from Module 1)
 - Enabling insight and learning
 - Whose agenda?
 - Learning styles and use of reflection to learn
 - Understanding self
 - Values, beliefs and attitudes
 - Your impact on others and self-management
 - How people learn and develop
 - Building the relationship
 - Rapport building
 - Language and communication style
 - Empathy and trust
 - Managing own and others' emotions
 - Encouraging independence
 - Outcome and action orientation and evaluating
 - Goal setting and success criteria
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Modules 3

- Approaches to enrich coaching practice (choice of one session from this list):
 - Career coaching | mentoring
 - Leadership coaching | mentoring
 - Tomorrow's World of Work: The role for coaching | mentoring
 - Why and how Supervision enhances your practice
 - Time to think based on Nancy Kline's coaching framework
 - Involvement in Climate Change: What is the coach's responsibility?

Modules 4

- Observed practice session: Opportunity to showcase your practice for the final programme sign off
 - Coaching in management and leadership
 - Models and strategies for leadership / people development
 - Working with diversity and culture in business
 - Business benefits of coaching and measuring success
 - Developing and sustaining a coaching culture in an organisation
 - Ongoing CPD and supervision
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Criteria for gaining EIA

EIA Criteria in addition to Programme Portfolio to be completed within 10 months of programme start date:

- Previous experience and practice (up to 70 hours is sufficient) before starting the programme can be included for EIA purposes with appropriate confirmation of practice start date as a coach or mentor and number of practice hours. Examples of confirmation include an email or invoice from an individual client or 'sign off' of practice by a senior member of staff for organisational practice hours
- 100 hours of coaching / mentoring since the start of your practice (pro bono and paid coaching | mentoring)
- 10 clients since the start of your practice
- CPD of 16 hours in the 12 months preceding your EIA application
- 1 hour supervision for each quarter of practice ie 4 hours of supervision in the 12 months preceding your EIA application.
- Membership of a professional body (for example EMCC). This is encouraged as it is needed for EIA purposes.

Programme facilitators and coach supervisors:



Dr Lise Lewis CFCIPD MBA

Lise has a Doctorate in Executive Coaching and is an EMCC EIA accredited Master Coach and ESIA Coach Supervisor. She is the past President of EMCC Global (2011- 2017) and currently EMCC Global Special Ambassador. Her contributions to the coaching profession include a number of key roles such as contributing to the creation of the EMCC accreditations for professional practice in coaching, mentoring + supervision, Founder of the Global Mentoring and Coaching Alliance (AC, EMCC, ICF). Honorary member of Association of Coach Supervisors and Association of Professional Executive Coaches and Supervisors.

Lise has extensive experience in executive and team coaching as well as developing and delivering accredited coaching, mentoring and coach supervision programmes. Lise works mainly with senior business people wishing to grow and improve their relational effectiveness as a leader and capability in team leadership. Client list includes, among many others, AOL, BBC, ARAMCO, Brabantia, British Transport Police, EDF, Euroclear, Home Office, NHS, PricewaterhouseCoopers, Sony, West Yorkshire Police.

Lise's book entitled Relational Leadership: Why Feedback Fails and How to Make it Meaningful was published in February 2020. A companion text of feedback case studies is due for publication in 2023. Lise is a popular international keynote speaker, presenter and author of articles for coaching publications on a diverse range of coaching, mentoring and supervision related topics.



Marilena Shakalli Maroudia
Client Learning Lead, PwC's Academy

Marilena is Client Learning Lead at PwC's Academy and part of the team for over 12 years. She holds a BSc in Management Sciences from the London School of Economics (LSE). She is a Fellow Chartered Accountant, a member of the Institute of Chartered Accountants in England and Wales (ICAEW) as well as the Institute of Public Certified Accountants of Cyprus (ICPAC). She is an experienced trainer, approved by the Cyprus Human Resource Development Authority (CyHRDA), specialising in Business Skills as well as Financial Accounting and Reporting. Marilena is also an Accredited Coach and Mentor under the European Mentoring and Coaching Council (EMCC), at Senior Practitioner level. She is mainly involved in Leadership and Skills coaching. She is currently one of the coaches at PwC and a nominated mentor on ICPAC's Mentors programme.

Marilena was living and working in London for 8 years where she made a kick start to her career as a trainer at Kaplan Inc. With over 20 years of training experience, she is providing high level tuition to trainee accountants for their professional exams, as well as delivering technical and business skills seminars to clients, in Cyprus and overseas. Examples of seminars she delivers include "Coaching skills", "Presenting with impact", "Effective communication and collaboration", "Negotiation skills", "Leadership development programmes", etc. She delivered seminars around the globe including Greece, Germany, The Netherlands, Mauritius, Bulgaria, Oman, Qatar and Dubai. Being exposed to so many different countries and diverse surroundings, she can bring a multicultural perspective both to her training and coaching sets, helping clients see things through different lenses.

In recent years, she has been working closely with the Master Coach and Coach Supervisor Dr Lise Lewis on the Bluesky International/PwC's Academy Coaching Accreditation programme, both as a facilitator as well as a reviewer for delegates' work, leading to accreditation at the Practitioner level. Marilena has recently completed the Diploma in Coach|Mentor Supervision and is pursuing her official Supervision Accreditation. She works closely with a diverse group of experienced coaches/supervisors for this new challenge.



Nicoletta Psyllidou
Senior Manager, PwC Cyprus Advisory

Nicoletta is a Senior Manager and Head of Workforce in the Advisory department of PwC Cyprus. She has been with PwC UK between 2009 and 2016 and with PwC Cyprus since 2016.

Nicoletta holds a BSc in Psychology from the University of York, UK (2008), and a MPhil in Management from the University of Cambridge, UK (2009). She is a Chartered Accountant and member of the Institute of Chartered Accountants in England and Wales (ICAEW) and the Institute of Certified Public Accountants of Cyprus (ICPAC). She is a certified Executive Coach by the European Mentoring and Coaching Council (EMCC). She is also an approved Human Resource Development Authority (Cy-HRDA) trainer. Nicoletta has worked with clients operating in various sectors including Financial Services, Shipping, Retail, Construction, European and Public Authorities.

Areas of expertise include:

- Executive coaching
- Culture assessment and measurement
- Design and implementation of change management interventions
- Organisational restructuring
- Design and analysis of people surveys
- Design and delivery of management development programmes
- Design and implementation of performance management and reward systems
- Succession planning



For more information and registration please contact:

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To register click [here](#)

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