

**EMCC**

*European Mentoring &  
Coaching Council*



# Newsletter

Summer 2017



# EMCC

European Mentoring & Coaching Council



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**EMCC International President**

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# Welcome to the summer newsletter!

## Dear EMCC colleagues

Welcome to our latest newsletter! I expect along with all our colleagues across EMCC you're getting ready for a welcome summer break. Wherever you are and wherever you plan to be I wish you sunshine, happiness and renewed energy! Please read this newsletter before you go!

I'm always delighted to introduce the EMCC International newsletter that is so well supported by all those who contribute articles and, of course, all of you who read it!

## PEOPLE NEWS

Recruitment to the International Executive Board positions is currently a primary focus.

As I reach the end of 6 years as EMCC International President, the time has come to recruit a new President. This process has extended over the last few months and thanks are due to those who have applied as both internal and external candidates. We're in the final stages of selection awaiting the result of Council votes – so – be sure to get an update over the next weeks.

Interviews for the role of International Vice-president Marketing are imminent and again you'll be notified of the outcome. You may remember the role of International Vice-president Operations was also advertised – there were no new candidates so Irena Sobolewska, the current VP Operations, is staying on in role for another three year term.



## COUNCIL NEWS

All of us attending the April meeting were delighted to welcome Eleni Demosthenous, President of EMCC Cyprus as our newest Council member.



EMCC Cyprus is our 25<sup>th</sup> Affiliated Country in our 25th year! What a result! Coincidentally during a recent visit to Cyprus I was able to attend an EMCC Cyprus event and present on the Future of Coaching. Thank you EMCC Cyprus for your warm welcome and active engagement throughout the session; loved the social opportunity to round off the evening as well!

***....and there's more to come on affiliation! News to follow soon!***

Since the update in the Spring newsletter, Council met in April 2017 to review the pilot outcomes on structure, decision making processes and knowledge management. Council voted to maintain the current structure for EMCC for the immediate future which can be viewed [here](#). Combined with this was a decision to seek enhancements to the process for Council and IEB working. A project team of Council and IEB representatives has already met and shared thinking on areas to progress. The team continues to meet regularly and to also include the Council Committee Groups previous work on decision making and knowledge management.

The focus and purpose of EMCC to be the 'go to body' is reliant on a strong and efficient infrastructure run on modest resources and reflecting EMCC as a not-for-profit and run by volunteer support. The Council/IEB team is highly motivated to continuously improve our operations making EMCC increasingly effective as a professional body.

**Let's celebrate the professional approach and essential contribution of this team!**

## CONFERENCE NEWS

The University of Greenwich standing magnificently alongside the Thames in London was host to the EMCC International Research Conference on 14 and 15 June. Yet again the quality of the speakers was exceptional and EMCC just continues to grow year on year in attracting interest for the delivery of cutting edge innovation in research development.



Professor David E Gray delivered a rousing keynote on 'liminality'. I can assure you there was no feeling of 'betwixt and between' about this conference; the setting, the community and the research topics were exceptional!

You are  
inspiring  
beautiful  
courageous  
amazing

## Key Message

I want also to share with you that among the plentiful feedback I receive are many compliments about EMCC. Rest assured that EMCC is increasingly recognised within the mentoring, coaching and supervision community. People are impressed with our geographical growth, what we represent and unquestionably the quality of the offerings that EMCC produces. We are respected as an industry thought leader and pioneer of professionalism.

**Congratulations for making EMCC your professional body of choice and to all you volunteers who have built this reputation for EMCC!**

Enjoy the rest of the newsletter and a well deserved summer break!



## Accreditation Awards



**Congratulations to everyone who achieved an EMCC EIA accreditation: May – June 2017**

### Foundation level

**Carine Braam** - Netherlands  
**Mariska Cornelissen-Bergsma** - Netherlands  
**Anneke Huizinga** - Netherlands  
**Kiki Kemp** - Netherlands  
**Petra Koks** - Netherlands  
**Sara McGeough** - United Kingdom  
**Heidi Rooijackers** - Netherlands  
**Marion van Schooten** - Netherlands

### Senior Practitioner level

**Helen Barnes** - United Kingdom  
**Nanda Bramer** - Netherlands  
**Colette Cahalane** - Ireland  
**Lucia Dannenburg** - Netherlands  
**Elisa Domenighini** - France  
**Carla Hendriksen** - Netherlands  
**Carine Mathijssen** - Netherlands  
**Paras Sangash** - India  
**Marion Wolters** - Netherlands

### Practitioner level

**Nicola Baseley** - United Kingdom  
**Maryse Bailleoeuil** - France  
**Jeannette van Bragt** - Netherlands  
**Johnny Craike** - United Kingdom  
**Nelki Diamantopoulou** - Greece  
**Heleen de Frel** - Netherlands  
**Rob Glasbergen** - Netherlands  
**Silvia Imperadori** - United Kingdom  
**Judith O'Neill** - United Kingdom  
**Gabriella Peuker** - Hungary  
**Sarah Schendeler** - Netherlands  
**Zita Túri** - Hungary  
**Ans Verhoek** - Netherlands

### Master Practitioner level

**Nigel Cumberland** - UAE  
**Susanne Habran-Jensen** - Luxembourg  
**Margreet Steenbrink** - Netherlands  
**Annemarie van der Meer** - Netherlands  
**Marianne van der Pool** - Netherlands  
**Antoinette van Reekum** - Netherlands  
**Titia de Vries** - Netherlands



**Congratulations to everyone who were awarded an EI AR accreditation: May – June 2017**

### Foundation level

**Elfriede Arnoldy** - Netherlands  
**Rob Bartels** - Netherlands  
**Jacqueline de Bree** - Netherlands  
**Marcel Groenendijk** - Netherlands  
**Clara Hillen** - Netherlands  
**Arnold Kraakman** - Netherlands  
**Annette Nobuntu Mul** - Netherlands  
**Aukje Poels** - Netherlands  
**Marjolijn Schedler** - Netherlands  
**Els Schouenberg** - Netherlands  
**Harry Slegh** - Netherlands  
**Marline Stoffer-van Dam** - Netherlands  
**Anne Struben** - Netherlands  
**Vivianne Tolen** - Netherlands  
**Martin van Gogh** - Netherlands  
**Wendy van Zon-Groen** - Netherlands

### Practitioner level

**Twan Albers** - Netherlands  
**Annejet de Blecourt** - Netherlands  
**Tineke Bloemen** - Netherlands  
**Hans Bouritius** - Netherlands  
**Giorgios Bouronikos** - Luxembourg  
**Danielle Deffontaines** - France  
**Fabien Fiard** - France  
**Monique van Heerwaarden** - Netherlands  
**Han de Jong** - Netherlands  
**Diane Koster** - Netherlands  
**Hugues Linyer** - France  
**Rachid Mesbahi** - France  
**Willeke Milhous-Pot** - Netherlands  
**Trucella van Moorselaar** - Netherlands  
**Antoinette Moraal** - Netherlands  
**Jeroen Peerlings** - Netherlands  
**Peggy Pitwell** - Netherlands  
**Joke Terpsma** - Netherlands

## Accreditation Awards (continued)



Congratulations to everyone who were awarded an EI AR accreditation: May – June 2017

### Senior Practitioner level

**Krisja Abelman** – Netherlands  
**Tom Battye** – United Kingdom  
**Henri Bezema** - Netherlands  
**Luc de Boer** - Netherlands  
**Marieke de Boer** - Netherlands  
**Jeroen de Bruin** - Netherlands  
**Eva de Flart** - Netherlands  
**Marianne Eussen** - Netherlands  
**Marianne Overakker** - Netherlands  
**At van der Scheer** - Netherlands  
**Ada van Es** - Netherlands  
**Cees van Schaik** - Netherlands  
**Daan Wierenga-van Ijzendoor** – Netherlands  
**Aletta Wubben** – Netherlands

### Master Practitioner level

**Marlene Simoons** – Netherlands



Congratulations to all training providers who achieved EMCC EQA accreditation: May – June 2017

### Practitioner level

**Europees Institute** - Netherlands  
**Norman Benett** - Poland  
**The OCM** - United Kingdom



Congratulations to all training providers who were awarded an EQAR accreditation: May – June 2017

### Foundation level

**BGL : Couch Foundation** - Netherlands

### Practitioner level

**Balansgroep : Opleiding Life & Loopbaancoach** – Netherlands  
**BGL : Coach Practitioner** – Netherlands



EMCC ACCREDITATION AWARDS

# ACCREDITATION

## Strategic Focus : Setting the Benchmark in Professional Coaching, Mentoring and Supervision Accreditations

Denise Whitworth

EMCC International Vice President Accreditation

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## PROJECT HIGHLIGHTS

**THANK YOU to all our EMCC International Accreditation Volunteers Worldwide!**

- Our Network of EMCC International Accreditation Volunteers across all EMCC Member Countries is now established (and growing), key objectives are:
  - To explore new accreditation partnerships;
  - To share ideas and expertise;
  - To apply evidence based research to practice;
  - To increase EMCC ACCREDITATION GLOBAL AWARENESS and RECOGNITION.
- EMCC worldwide delivery of EMCC European Quality Awards (EQA and ESQA), and EQA Modular Accreditation is increasing. EMCC International Standards for Mentoring and Coaching Programmes (ISMCP) are being used as a global benchmark – new enquiries and applications welcome
- EMCC International Programme Provider Alumni continue to work towards individual accreditation for their Mentoring, Coaching, and Supervision Professional Practice - this opportunity is available for all **EMCC European Quality Award (EQA/ ESQA) ALUMNI, and GRADUATES of other Coaching/ Mentoring and Supervision EMCC Equivalent Programmes and Qualifications**
- EMCC Accreditation for Coaching, Mentoring and Supervision Professional Practice –applications are invited from **EMCC EQA new ALUMNI**, Institute of leadership and Management (ILM), Chartered Management Institute (CMI) or University Post Graduates who have completed Coaching and Mentoring Qualifications (EQF level 7)
- The EMCC International Volunteer group created to provide **Programme Design, Delivery and Evaluation** initial guidance and support to new Accredited Providers welcomes **NEW VOLUNTEERS**, particularly from EMCC Members, Corporate Members and established Programme Providers across EMCC member countries
- **Société Romande de Coaching (SR Coach)** Switzerland are opening up opportunities for members to secure their EMCC Accreditation for Professional Practice, reinforcing their partnership with EMCC
- University Partners and International Network – post graduate mapping to EMCC European Quality Awards and Accreditations (EQA) and EIA is ongoing, contact: Chandana Sanyal [EMCC\(dot\)Accreditation\(dot\)ChandanaSanyal\(at\)e\\_mccouncil\(dot\)org](mailto:EMCC(dot)Accreditation(dot)ChandanaSanyal(at)e_mccouncil(dot)org)
- Organisations can now secure NEW EMCC EQA Accreditation for individual modules - learning outcomes aligned to undergraduate (level 5) and post graduate (level 7) Higher Education qualifications – opening up access to a rich resource of key learning and reflective practice
- EIA webinar dates - BOOK via the [EMCC International website](#)
- Contribute to EMCC International Accreditation Research to inform our future practice - *'What do Coaching, Mentoring, and Supervision Accreditations (individual, training programmes, programme design and management) need to mirror to reflect the framework of a profession?'*

## Special Congratulations to:

- Programme Providers for their new International Programme Accreditations and Individual Accreditations for Professional Practice ([see page 4](#)) for individual and organisational awards)

EMCC Programme Providers who have successfully completed their EMCC Individual Accreditation Assessor Training

- Gamze Acar Bayraktaroğlu AoEC Turkey; EMCC Turkey Board Member
- Shelley Crawford Executive Coach, Programme Developer & Lecturer Kingstown
- College Ireland; EMCC International EQA/EIA Project Group Member
- Sandra Goddard The Performance Coach Leadership; EMCC International EQA/EIA Project Group Member
- Angela Hill Head of Supervision and Professional Coach at The OCM Group Ltd; EMCC International ESQA Workgroup Member; EMCC International EQA/EIA Project Group Member
- Angela Keane Head of Cross Cultural Coaching and Professional Coach-Mentor at The OCM Group Ltd; EMCC International EQA/EIA Project Group Member
- Kalina Grela-Łęzak Managing Director Norman Bennett Poland; EMCC International EQA/EIA Project Group Member
- Robert Łęzak Norman Bennett Group Poland; EMCC Poland Board Member
- Özlem RODOSLU The Performance Coach Leadership Managing Partner Turkey; EMCC Turkey Board Member
- Damion Wonfor Partner, The Performance Coach Leadership; EMCC International EQA/EIA Project Leader

ISMCP New international assessors (global network):

- Tim Anderson EMCC UK Thames Valley Regional Network Co-ordinator
- Jan Bowen-Nielsen EMCC UK; Quiver Management UK
- Billy Bryne EMCC Ireland Board Member
- Tony Dickle Hong Kong; CEO - Transcend International
- Laura Davidson-Dean University of Hertfordshire
- Vedrana Josipovic EMCC Croatia; Director and Owner Methodus, Zagreb Croatia
- Riza Kadilar EMCC Turkey President; EMCC Council Member
- Alan Lefebvre Programme Leader Mentoring and Coaching Initiatives; Mentoring & Coaching Hub (MCHub) Co-ordinator at Médecins Sans Frontières (MSF) Norway
- Ana Oliveira Pinto EMCC International Assessor; Center for Creative Leadership Associate US; based in Portugal
- Chandana Sanyal EMCC International EIA and EQA Equivalence Lead; University of Middlesex
- Hoang-Anh ThiLe - former Head of Mentoring Youth Business International (YBI).

# Congratulations!



# EMCC I SMCP Case Study

## Congratulations!

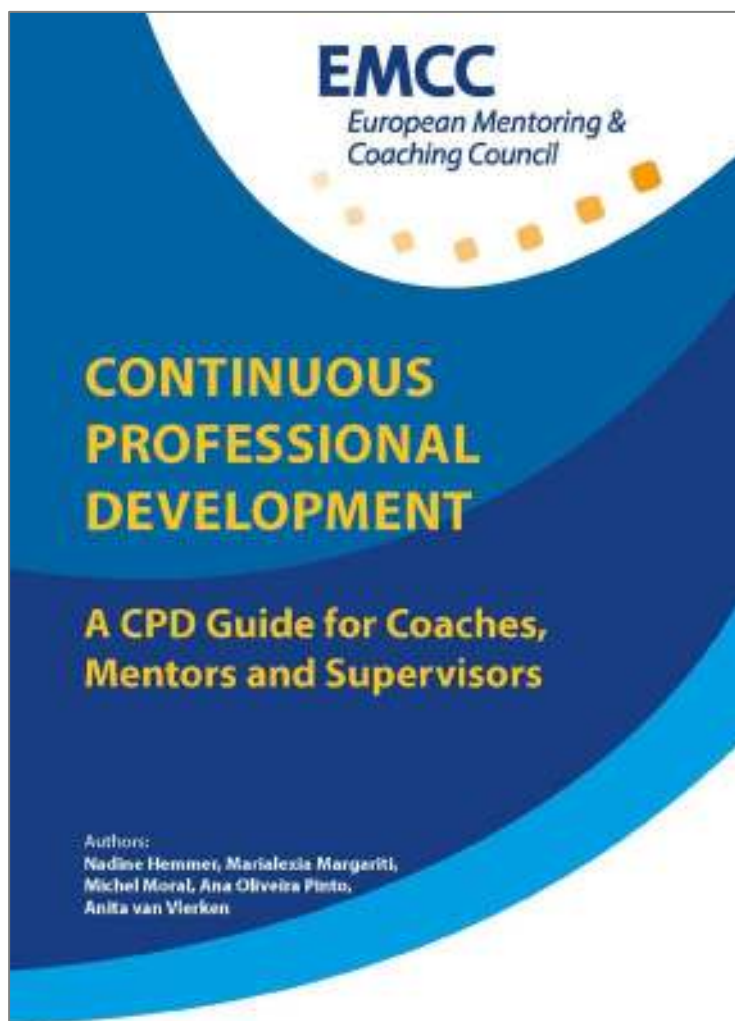
**Special congratulations to Médecins Sans Frontières (MSF) Norway** who have been awarded their EMCC ISMCP GOLD Award (June 2017) recognising OUTSTANDING International Standards for Mentoring and Coaching Programmes  
**WELL DONE!**

Thank you to the MSF team for their dedication, and contribution to the ISMCP Assessment Process.



## EMCC European Individual Accreditations (EIA): Study to investigate the value of 'Reflective Practice' and 'Supervision'

**EMCC EQA Provider Coacharaya India** – EMCC Members and experienced Coaches, Mentors, Supervisors and Facilitators led by EMCC International Volunteers Ram Ramanathan and [Cindy Muthukarapan](#) are focusing on the value of 'Reflective Practice' and 'Supervision' in the context of EMCC European Individual Accreditation (EIA). All members of the group (14) have set aside time to work with their Mentor(s) (Coacharaya and EMCC International Assessor Volunteers) to support this rewarding EMCC dynamic process. Dr Paras, first member of the group to achieve his EMCC Senior Practitioner EIA, reports on the value of supervision and the '*reflective space*' embedded in the EMCC accreditation assessment process.



Coaching, mentoring and supervision professions are dynamically evolving with the community of people engaged in them increasing in size quite rapidly. I intentionally use the verb 'engaged' because some might be interested in coaching/mentoring/supervision; others might just have started their training journey while few more might be working as professional coaches, mentors and supervisors for many years. We are from all around the globe with different academic and professional backgrounds, coming from diverse cultures with maybe very different views around the profession. We share however a common belief: everyone's individual development personally and professionally is the only way to maintain high quality standards and deliver at one's best for our clients either internal or external.

The starting point of professional development is in most cases the initial training on coaching, mentoring or supervision skills. How do we continue to develop after this first stage? What is Continuous Professional Development (CPD)? How can we decide what is the best CPD event for our individual needs? How do we define our individual development needs? How can we monitor that we are really improving? And how we can be sure that what we choose to do in CPD is suitable for our accreditation/renewal requirements?

You will find the answer to these questions and more in this guide which has been designed in order to help all of you define a development plan that is meaningful for you personally and assist you in your coaching, mentoring and supervision learning journey.

This book is the result of many months of research, discussions and numerous drafts from a group of people who put their passion for coaching, mentoring and supervision in to making real what was originally just a good idea: 'It would be useful if we had a guide on CPD, what do you think?'. My sincere and warmest thanks to Nadine Hemmer, Michel Moral, Ana Oliveira Pinto and Anita van Vlerken for their dedication and for the high quality of their work.

I would like also to thank David Sleightholm for his continuous support and helpful feedback, in his capacity as previous EMCC International Vice-president Quality, during the entire time we were working on this project. Lastly, this book is at your hands because there is a team of people who edited, formatted and published it so I also like to thank EMCC International Vice-president Operations, Irena Sobolewska and her team - Jane Watherston, Sarah Rhoads and Sarah Lester - for all their help with this publication.

**Marialexia Margariti**

EMCC International Vice-president Quality  
June 2017

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ECOPY FOR FREE DURING  
THE 25<sup>th</sup> ANNI VERSARY  
YEAR (for members)**



# 7th International Coaching and Mentoring Research Conference

Greenwich University, London, 14 –15 June 2017



## Review of the 7th EMCC International Research Conference-

Zoltán Csigás

*EMCC International Vice-president Research*

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**What makes a conference unique, and really valuable? If it is really about bringing things together – as the original Latin form of the word suggests - a good conference is not about sitting in sessions, and listening to the speakers as they share their results; it is about engaging with the material brought by the speakers. Inquire, challenge, verify or simply enjoy. To bring good things together a number of key things are needed: inspiring materials, engaged audience and a sense of community. If I could write only a single paragraph about the 7<sup>th</sup> EMCC International Research Conference I'd stop at the end of my next sentence – as we had all of this in London.**

The 7<sup>th</sup> EMCC International mentoring and coaching research conference took place in London, UK, in 2017, hosted by University of Greenwich.

With the theme of *'Putting research at the heart of practice'* the conference continued EMCCs on-going work to bridge the gap between academic research and practitioners. The conference aimed at providing further evidenced knowledge to be considered by coaches, mentors and supervisors for the enrichment of their own practice.

The professional program started with an optional MasterClass, in which Po Lindvall (former EMCC International Vice-president Research) shared his research and insight into executive coaching and leadership development, with a special focus on the evidence base.

The keynote speech of Professor David Gray and Barry Curnow marked the formal start of the programme with the concept of liminality. Their research shed light on the career transformation of coaches through different transitions and life-events. By inviting the audience into self-reflection and discussion the session brought the symbolism of the research conference, being on the boundary of practice and research, into life.

The conference programme featured four streams of parallel sessions, with twenty sessions taking place over the two days of the conference. The topics were inspiring and diverse with each session offering a certain unique insight. One of the emergent themes of the

conference was research regarding supervision, as five presentations were focusing on this topic. From a new methodology for the exploration and resolution of ethical dilemmas in supervision to the practice of supervision of team coaches a number of different topics were discussed thus showing the ever growing importance of supervision in our industry as well as the new areas that still need to be explored.

The diversity of the topics e.g. agile techniques in coaching, neuroscience in coaching, mentoring networks, self-efficacy beliefs in career coaching etc offered a colourful menu for the participants, and enabled them to select a personalised programme that suited their curiosity and learning needs.

This year – again – the conference featured a panel session. 'Research now and into the future' brought the insights of seven researchers into the spotlight regarding current research topics that they are pursuing, and the dilemmas that they, and through them, the industry is facing. Forums for publications, quality issues in research, knowledge sharing, and questions around practitioner research were some of the topics that emerged through the short but lively discussion.

The closing keynote, delivered by Professor Tony Wall built on the issues raised in the last issue of the 'EMCC International Research Policy and Practice Provocations Report Series': evaluation. Besides taking a look at some key questions of evaluation Professor Wall introduced a number of creative and inspiring methods for evaluation thus giving an insight into what lies behind the simple world of rating scales. His examples drew our attention to the fact that research itself is a very broad concept and that there are plenty of opportunities for everyone to engage with the world of coaching, mentoring and supervision research.

As a 'small and colourful' thing I'd like to mention that this conference featured the debut of EMCC International's conference app! A cloud based tool that enabled us to create personal agendas, evaluate the sessions and network more easily just with a click on our phones/tablets.

We are thankful to all of the keynote speakers, presenters and participants whose presence



transformed these two days of a conference into a great personal experience. And, last but not least, we would like to express our gratitude to all who had worked invisibly in the background, to create this event: the whole EMCC International administration team and our volunteers.

And now, dear reader, we invite you to immerse yourself within the wealth of knowledge and inspiration that is awaiting you in the following pages. We wish you a great learning journey, and invite you to share your ideas and questions with us, and with your coaching and mentoring community as well.

**See you at the next EMCC International mentoring and coaching research conference!**



**David Gray & Barry Curnow open keynote on Liminality, Fragmentation & the Trauma of Career Transitioning**



**Panel session start day 2: Research Now in the Future - university representatives from around the world**



**Final keynote - Dr Tony Wall - Invigorating Practice Evaluation**



## Improving Brand Awareness via an active and involving Media presence

Stephen Murphy

EMCC International VP Marketing

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Across May - June 2017, we have fielded a constant diet of Social Media Posts.  
These have covered Twitter, Facebook and seven different EMCC LinkedIn Groups

The content has covered EI A and Research (May) and ESQA/ ESI A and supervision generally (June)

What kind of impact have we achieved?



### FACEBOOK:

Given we are not seeking to generate purchase of a specific product, there are some other measures, which indicate our impact:

- **Total Likes:** The number of unique people who like our page.
- **New Likes:** The number of unique people who liked our page within the selected dates.
- **Page Engagement:** The number of people who engaged with our page. Engagement includes any click or story created for the week ending with the selected end date.
- **Weekly Total Reach:** The number of unique people who have seen any content associated with our page for the week ending with the selected end date.

### Summary:

Our Likes by Region were broadly spread (62%) across 10 EMCC countries. Of note, Netherlands is not included in the individual country total. This is worthy of investigation, since fair share Netherlands would be expected to be at least on a par with UK.

Our "likers" are primarily female (66%). The largest age-group is 35-44, accounting for 35% of total.

Our heavyweight postings in May built weekly total reach, which dropped back the following month. Through June we have still built to over 3,100 likes! Our post on supervision alone generated a reach of 1,078 people and 10 people taking some action (like, share, respond). This is an engagement rate of 0.93%. However, whilst likes are increasing, we are still only talking about 10 people's active engagement. Whilst we have no historic benchmark data, it is clear we need to find different and more impactful ways of generating active engagement.

## Likes by Region

Rash player error!

Countries	Likes
United Kingdom	403
Greece	293
Turkey	236
Poland	209
Romania	123
Spain	121
France	119
Portugal	99
Italy	96
Sweden	86
35 more countries	1,116



## Likes by Demographic - Graphical



Rash player error!

## Likes by Demographic - Tabular



Age	Male	Female
13-17	0.00%	0.00%
18-24	0.90%	1.90%
25-34	6.40%	15.70%
35-44	10.70%	23.80%
45-54	8.80%	15.80%
55-64	4.60%	6.10%
65+	1.30%	2.20%



## TWITTER:

Starting mid-May with 2,513 followers, we have built consistently over the two months, to end June at 2,583:







#### LINKEDIN

LinkedIn have made it increasingly difficult to measure activity on Group pages. However, for the EMCC International page, total membership has risen to 7,891. We have extended this reach to include local pages from UK, Poland, Turkey, Ireland and Asia-Pacific, with posts at 2-3 day intervals across May – June.

As of July 2017, LinkedIn will no longer support the LinkedIn Groups API (Application Programming Interface). Simply, this means we will no longer be able to access content from, or share content to, a LinkedIn Group through external platforms. Our continued use of LinkedIn Groups must be performed natively within LinkedIn. Not a disaster but certainly not a customer service winner!

**LinkedIn: European Mentoring and Coaching Council – EMCC**

<https://www.linkedin.com/groups/1492277>

**Facebook: EMCC European Mentoring and Coaching Council**

<https://www.facebook.com/EMCC.EuropeanMentoringCoachingCouncil/>

**Twitter: EMCCouncil**

<https://twitter.com/EMCCouncil>



## 24th International Annual Coaching, Mentoring and Supervision Conference

Amsterdam, Netherlands, 11 –13 April 2018



**The 24th International Annual Mentoring,  
Coaching and Supervision Conference will  
be held in Amsterdam, Netherlands from  
11-13 April 2018**

**The theme for the 2018 conference will be:**

**A cut above the rest – taking organisations into the future.**

**Book online ►**

## News from Italy

**Isabelle Alpi**  
**EMCC Italy Vice-President**

[IT\(dot\)Presidente\(at\)emccouncil\(dot\)org](mailto:IT(dot)Presidente(at)emccouncil(dot)org)

The Mediterranean sun is shining on EMCC Italy and, as the temperatures are rising on our beaches and in our offices, we are glad to share some hot news from our land of art and beauty.



On April 26<sup>th</sup>, Carlo Boidi was unanimously elected Vice President of EMCC Italy.

Our board is now the following: President - Isabelle Alpi; Vice President - Carlo Boidi; Board Member for Local Coordination - Giuseppe De Feo.

We are also glad to welcome Alessia Berti who recently joined the team as a Volunteer and contributes to the development of EMCC Italy as Communication and Social Media Support.

EMCC Italy is involved in regulation works for the coaching profession in Italy. With the support of EMCC Intl we already contributed to the Italian regulation of the coaching process issued in 2015 and continue supporting EMCC's standards in the

current regulation works on the competences of the coach, which should result in another national standard shortly.

Thanks to some important partnerships we had an eventful first half of 2017 in Italy.

In February, together with the French Chamber of Commerce in Italy, we invited Alexandre Gerard to talk about his experience as a company owner who decided to shift from control to trust towards his employees through a coaching-culture-like organisational style, resulting in a successful recovery of business.

In June, in partnership with SCOA - The School of Coaching, we hosted Michel Moral in Milan for a two-day Masterclass on Supervision as a key tool for the development of the coaches and their practice.

Still in June, we partnered with The Rome Business School and welcomed, for the first time in our Capital, David Clutterbuck, as special ambassador for the EMCC. David presented two lectures on the benefits of Coaching and Mentoring and on Team Coaching.

Besides the conferences we promote initiatives that encourage community building in EMCC Italy, both online and offline.

We already offer our members an online Community of Practice and Intervention (CDPI) and are working on setting up and developing other communities aiming at continuous development and constructive dialogue between experienced and new coaches for the benefit of both parties.

Our LinkedIn group is growing with stimulating exchange of experiences, ideas, points of view and deep reflections on several coaching-related topics. We are proud to be EMCC and looking forward to sharing more stories with you all in the next months.

*Il sole del Mediterraneo brilla su EMCC Italia e, mentre le temperature continuano ad alzarsi sulle nostre spiagge e nei nostri uffici, siamo lieti di condividere alcune fresche novità dalla nostra terra di arte e bellezza.*

*Il 26 aprile, Carlo Boidi è stato unanimemente nominato nuovo Vicepresidente di EMCC Italia.*

*Il nostro Direttivo è ora il seguente: Presidente - Isabelle Alpi; Vicepresidente - Carlo Boidi; Consigliere al Coordinamento Locale - Giuseppe De Feo.*

*Siamo anche lieti di dare il benvenuto a una nuova Volontaria, che si è recentemente unita al team, Alessia Berti e che sta contribuendo allo sviluppo di EMCC Italia come supporto in Comunicazione e Social Media.*

*EMCC Italia è impegnata nei lavori del Tavolo UNI per la normazione in Italia della professione del coaching. Con il supporto di EMCC Intl abbiamo già avuto modo di contribuire alla normazione del processo di coaching rilasciata nel 2015 e continuiamo a supportare gli standard EMCC negli attuali lavori di normazione delle competenze del coach, che dovrebbero a breve portare alla stesura di una nuova norma nazionale.*

*Grazie ad alcune importanti partnership, la prima metà del 2017 è stata per noi ricca di eventi.*



*A febbraio, in collaborazione con la Camera di Commercio Francese in Italia, abbiamo invitato Alexandre Gerard a condividere la sua esperienza di imprenditore che, nella propria azienda, ha deciso di passare da un modello di management basato sul controllo a un modello basato sulla fiducia nei propri dipendenti. Alexandre Gerard ha così fondando il proprio nuovo stile organizzativo sulla cultura del coaching, ottenendo come risultato una significativa ripresa economica.*

*A giugno, in collaborazione con SCOA - The School of Coaching, abbiamo ospitato a Milano Michel Moral con una Masterclass di due giorni sulla Supervision come strumento chiave per lo sviluppo dei coach e della loro pratica.*

*Sempre a giugno, in collaborazione con The Rome Business School, abbiamo dato il benvenuto, per la prima volta nella Capitale, a David Clutterbuck, in veste di Ambasciatore d'onore di EMCC. David ha presentato due interventi, uno sui benefici di Coaching e Mentoring e uno sul Team Coaching.*

*Oltre alle conferenze stiamo promuovendo iniziative che sostengono la crescita della comunità di EMCC Italia, sia online sia offline.*

*Offriamo già ai nostri membri una Comunità di Pratica e Intervision (CDPI) e stiamo lavorando alla creazione e allo sviluppo di nuove comunità, con l'obiettivo di promuovere la formazione continua e il dialogo costruttivo tra coach professionisti e nuovi coach che affacciano alla professione, incoraggiando lo scambio di esperienze a beneficio di entrambi.*

*Anche il nostro gruppo LinkedIn sta crescendo e creando terreno fertile per uno stimolante scambio di esperienze, idee, punti di vista e profonde riflessioni su svariate tematiche relative al coaching.*

*Possiamo dire di essere orgogliosi di fare parte di EMCC e ci auguriamo di condividere con voi tutti nuove esperienze nei prossimi mesi.*





## EMCC-ICF Team-Run to promote coaching in Luxembourg

**Well done Team  
Runners**

**congratulations on  
your Marathon  
Medals!**

EMCC Luxembourg and the ICF Luxembourg Chapter joined to promote coaching by running together in the ING Luxembourg Night Marathon which took place on 27<sup>th</sup> May.

EMCC Luxembourg and the ICF Luxembourg chapter have been exploring ways to partner in promoting the coaching profession in Luxembourg. This initiative was one pursued after several meetings between the Board members of both associations.

The *Run for CoachING* Team was formed in December 2016 and trained over the winter months to run the race in sweltering heat.

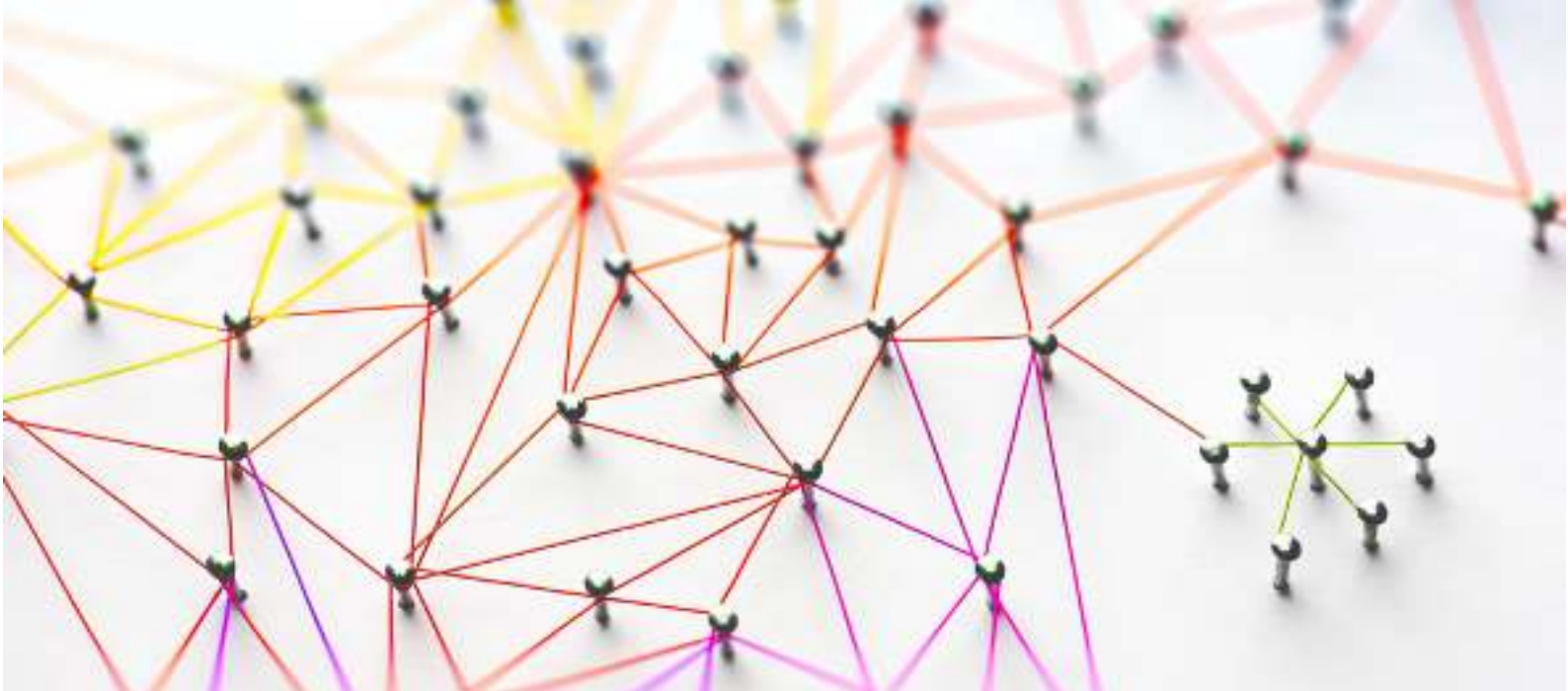


The team runners were from left to right:

Rita Knott (EMCC) ; Marie-Anne Salier (ICF) ; Nadège Ravoux (EMCC) ; Xavier Mazy (ICF)

The ING Night Marathon is Luxembourg's biggest sports event of the year. This year 15,000 runners took part starting at 7pm. The streets and avenues were filled with fans, music groups, dance groups, and volunteers brought together to encourage and applaud the runners. Our supporters were also present along the way to cheer on our team.





## First networking event in EMCC Norway

**Thor-Erik Gulliksen**

**President EMCC Norway**

[NO\(dot\)President\(at\)emccouncil\(dot\)org](mailto:NO(dot)President(at)emccouncil(dot)org)



Our first networking event was together with Médecins Sans Frontières (MSF; also known as Doctors without borders) where they told us about their global mentoring program. Norway is leading a program with 80 mentors and 200 mentees; while 80 leaders get coaching. MSF has been in the process of getting a ISMCP accreditation for their mentoring program.

MSF is an international, independent, medical humanitarian organisation that delivers emergency aid to victims of armed conflict, epidemics, natural disasters and exclusion from healthcare. MSF offers assistance to people based on needs, irrespective of race, religion, gender or political affiliation.

The main object for the mentoring program is to support personal and professional development of MSF Leaders and Managers, both at field and Head Quarter levels.

They will contribute to:

- **Improving field operation management**
- **Increasing retention**
- **Optimizing resources and capitalising HR expertise and lessons learned.**

We were 15 attendees, both members and non-members, on MSF premises listening to Alan Lefebvre and Marita Honerud from MSF. It had all started in Norway with a pilot in 2012 and is still running from here.

Experience so far is just positive and they see how important it is to have a mentor for instance when you are new as Field Operations Manager, someone that you can contact and ask about different things.

Their coaching activities could be like:

- **Delivering both team and individual leadership coaching to MSF'ers both in the field and in Headquarters**
- **Creating a network of internal and external coaches**
- **Developing an MSF Coaching School to educate internal coaches**
- **Workshops such as « Coaching approach to management », co-management, conflict management etc.**

They use coaches from outside MSF for new mentees and internal mentors for the more experienced mentees. And they interview the mentees for one hour using Skype. Training is 3 days for the mentors and two and a half day for the mentees.

This is how much time they need to be within the program:

- **A three days mentoring training**
- **One hour every two weeks**
- **At least 10 hours the first six months.**

A lot of the mentoring is online, but it also includes a field visit, where they use shadowing for the mentee and mentor. A field visit could be between 7-10 days.

Paul Olson did a great job filming everything in English so that we can have it for internal use later. It was important for us to start an event for all the mentors and coaches in Oslo and as we did, several of those attending become curious about EMCC. Mission accomplished.



## Online Evaluations of Coaching – EMCC Switzerland

Heike Rudolf von Rohr  
EMCC Switzerland President



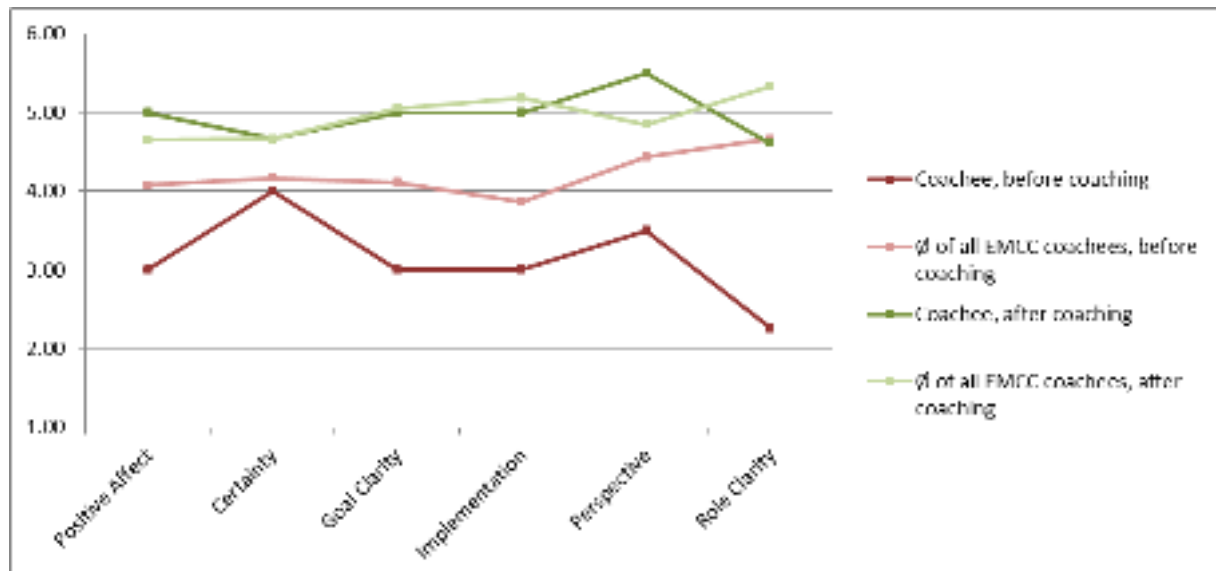
EMCC Switzerland has for some time been collaborating with Professor Künzli from Zurich University of Applied Sciences (ZHAW) with the purpose of scientifically evaluating the impact of coaching interventions. A number of EMCC coaches and their clients participated by filling in questionnaires at the beginning and at the end of their coaching.

The questions cover to what extent a client feels safe in the relationship with their coach, whether there is clarity on the coaching goals, their perspective and their professional role. Furthermore, clients report whether they completed their coaching with positive aspirations and whether they feel ready to tackle and implement their goals. Information about each of these dimensions is gathered by asking a number of different questions.

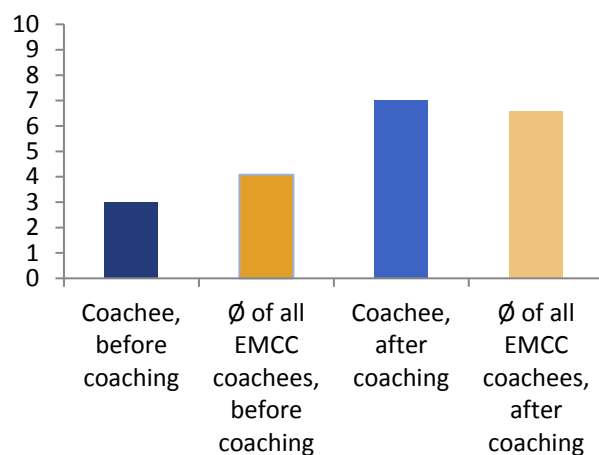
By comparing the coachee's results to the average data sample *before* the coaching, a coach gains valuable insights into a number of characteristics of his coachee. This enables the coach to better tailor the coaching intervention to the coachee's needs. Comparing the coachee's results to the average data sample *after* the coaching offers additional material for reflecting on the coaching process and may be useful in understanding possible deviations. An in-depth analysis of the coachee's open answers provides access to information about the transfer of insights gained from the coaching to everyday life and to various aspects of the coach-coachee relationship.

The sample graphs overleaf show the comparison between an individual coaching and the average data of over 40 other completed surveys.





## Proximity to Solution



Both graphs display how the coachee gained a significant improvement in all measured aspects within only three sessions.

Currently, the evaluation of the questionnaire takes a few days, as some of it needs to be done manually. In the near future though, an IT- supported analysis will be available. This will enable coachees to receive their results immediately after having completed the questionnaire and to pass them on to their coach by simply clicking a button.

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*European Mentoring &  
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