



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 sixth 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.

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

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

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.

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

Who is it for

Business coaches 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 counselling, psychotherapy, teaching, business psychology etc.

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

Programme details

Duration	10 months								
Workshop days	4.5 days (F2F) and 2 half days (Online) workshops over a 4 month period								
Workshop dates & time (GMT+2) Delivery <ul style="list-style-type: none">• F2F: Face to face• Online	<table><tr><td>Module 1 (F2F):</td><td>14 & 15 March 2022 (9:00 – 17:30)</td></tr><tr><td>Module 2 (F2F):</td><td>17 & 18 May 2022 (9:00 – 17:30)</td></tr><tr><td>Module 3 (online):</td><td>4 July 2022 (14:00 – 17:30) 5 July 2022 (14:00 – 17:30)</td></tr><tr><td>Module 4 (F2F)</td><td>12 or 13 July 2022 (9:00 – 11:00) (Participants will be split into 2 groups and attend only one of the 2 days for their observed session) 14 July 2022 (9:00 – 14:00)</td></tr></table>	Module 1 (F2F):	14 & 15 March 2022 (9:00 – 17:30)	Module 2 (F2F):	17 & 18 May 2022 (9:00 – 17:30)	Module 3 (online):	4 July 2022 (14:00 – 17:30) 5 July 2022 (14:00 – 17:30)	Module 4 (F2F)	12 or 13 July 2022 (9:00 – 11:00) (Participants will be split into 2 groups and attend only one of the 2 days for their observed session) 14 July 2022 (9:00 – 14:00)
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Time commitment:	On average 20 hours per month (reading, reflection, recording)								
Accreditation	EMCC Practitioner Level (awarded upon successful completion of the programme)								
Enrolment requirements	<ul style="list-style-type: none">• Fluency in English• 2 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.	Participation fee: €4.100 (+VAT) Early-bird fee: €3.600 (+VAT), for enrolments by 14 February 2022 Registration Deadline: 1 March 2022								



Programme structure and format

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

- 4.5 days (Face to Face) and 2 half days (Online) 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 Group
- 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 us 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.

Module 2

- Coaching typologies
- Visualising your 'future perfect' as a coach
- Key competences for coaching and mentoring (continued from Module 2)
- 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

Module 3

- Approaches to enrich coaching practice (choice of two sessions from this list):
 - Career Coaching | Mentoring
 - Leadership Coaching | Mentoring
 - Positive Psychology (PP)
 - Neuroscience
 - Time to Think based on Nancy Kline's coaching framework
 - Social Responsibility: Integrating social change and ecological awareness into practice

Module 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.



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
- Membership of a professional body (for example EMCC).

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 | coach supervision programmes. Lise works mainly with senior business people wishing to grow and improve their personal effectiveness and leadership capability. Her 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 2022. Lise is a popular international keynote speaker and presenter and author of articles for coaching publications on a diverse range of coaching, mentoring and supervision related topics.



Marilena Shakalli Maroudia
Senior Manager & Tutor, PwC's Academy

Marilena is a Senior Manager & Tutor at PwC's Academy. 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, 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), 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. With over 18 years of training experience, she is involved in teaching trainee accountants for their professional exams, as well as delivering technical and business skills seminars for clients, in Cyprus and overseas. Examples of seminars she delivers include "Coaching skills", "Train the Trainer", "Presenting with impact", "Effective communication", "Negotiation skills", "Time Management" and "Performance Management and Development". She delivered seminars in many countries including Greece, Germany, The Netherlands, Mauritius, Oman, Qatar and Dubai.

She has been working closely with Dr Lise Lewis on the Bluesky International/ PwC's Academy Coaching Accreditation programme, both as a facilitator as well as a reviewer for delegates' portfolio forms.



Nicole Heracleous
Senior Manager, PwC Cyprus Advisory

Nicole is a Senior Manager in the Advisory department of PwC Cyprus. She holds a BSc in Management with specialisation in Accounting and Finance from the University of Manchester (UMIST (UK)). She is a qualified Chartered Accountant and a member of the Institute of Chartered Accountants in England and Wales (ICAEW). Nicole is also an accredited coach and mentor under the European Mentoring and Coaching Council (EMCC), mainly involved in Leadership Coaching. She is an approved Human Resource Development Authority (CyHRDA) trainer.

Nicole has 16 years of experience working on areas such as audit, recruitment, global mobility, learning & development, culture transformation, Diversity & Inclusion and wellbeing. She has experience as a trainer, facilitator, coach and design developer in Leadership and Management Development programmes. Examples of seminars she delivers include “Coaching skills”, “Train the Trainer”, “Presenting with impact”, “Effective communication”, “Negotiation skills”, “Time Management”. “Emotional Intelligence”, “Performance Management and Development” etc.

Her areas of expertise include delivery of Presentation skills seminars, Leadership Coaching, Leadership Development & Training, Learning Strategy, Training Needs Analysis and Consultation, Curriculum Design, Learning Technologies, Executive Recruitment, Change management: culture change, people transformation, organisational development.

She has been working closely with Dr Lise Lewis on the Bluesky International/ PwC’s Academy Coaching Accreditation programme as a facilitator.



For more information and registration please contact:

Eleni Anthimou

PwC's Academy

T: +357 22 555 161

E: eleni.anthimou@pwc.com

Mikaela Koumettou

PwC's Academy

T: +357 22 555 643

E: mikaela.koumettou@pwc.com

PricewaterhouseCoopers Professional Training Limited

Julia House, 3 Themistocles Dervis Street, CY-1066 Nicosia, Cyprus

P O BOX 21612, CY-1591 Nicosia, Cyprus

T: +357 22 555 000, F: +357 22 555 029

E: cy_pwcacademy@pwc.com



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