



STANDARDS AND PRINCIPLES IN THE APPLICATION OF QUALITY COACHING, LEADED TO LEARNING AND TRAINING, FROM WACLE'S POINT OF VIEW

1. A learning program made from the standards of quality coaching for WACLE would have to:

- ✓ **Objectives:** Be able to have and make clear the objectives of the program and the expected results at the end of the program, transmitting them to the people and making them participants.
- ✓ **Framework:** Create a framework for learning from the beginning, always respecting the essence and structure of the discipline of coaching.
- ✓ **Awareness:** Stimulate the ability to raise awareness in the group both individually and collectively. Observe at all times the evolution of the participants in the awareness raising.
- ✓ **Responsibility:** Encourage responsibility in your audience, and make participants see the importance of this in achieving what they propose.
- ✓ **Trust:** To be able to create a space of trust and confidentiality for the group and, with it, to achieve a suitable learning context according to the participants.
- ✓ **Beliefs:** Be able to bring up and challenge the beliefs detected in the participants.
- ✓ **Times:** Respect the schedules of the proposed activities, tasks and phases, observing the agenda of the participants when they participate and manage to handle time effectively for the benefit of the group.
- ✓ **Measurement:** Being able to measure results (and the learning process) by means of indicators and their analysis, in order to observe deviations and progress.
- ✓ **Learning:** Being an activator of learning in the audience, motivating and not being responsible for it.
- ✓ **Sustainability:** Provide practical tools to make learning sustainable over time.
- ✓ **Fundamentals:** Have valid, verifiable foundations, whether based on established theories or methods, or their own.
- ✓ **Tools:** Having adequate tools for measurements, and assessments for performance track and analysis.
- ✓ **Trainer:** To have a facilitator / trainer with experience as a coach, as well as experience in the field on which he bases his program.



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- ✓ **Experiential:** To have a methodology based more on living the experience than on very theoretical or academic contributions.

2. A learning program made from the standards of quality coaching for WACLE would consider the following needs:

- ✓ It seeks to respond to the lack of technical or adaptive learning.
- ✓ It allows to substitute the absence of standards to a structure that allows methodology based on results.
- ✓ It covers barriers and deficiencies of soft skills.
- ✓ It contributes to fill the empty spaces of ethics and value.
- ✓ It supports the change of beliefs.

3. A learning program made from the standards of quality coaching for WACLE would need to have the following contributions:

- ✓ Transformation capacity.
- ✓ Expansion of the gaze, expansion.
- ✓ Opening of new possibilities.
- ✓ New competencies.

4. A learning program made from the standards of quality coaching for WACLE would require the following main characteristics from the coach/facilitator:

- ✓ Ability to securely transmit messages.
- ✓ Have tracking tools that let you know if you are meeting your goals.
- ✓ Have the ability to catalyze paradigm shifts.
- ✓ Be a mobilizer of emotions.
- ✓ Be a designer of learning experiences.
- ✓ Have the ability to get in tune with the audience.
- ✓ Be dynamic in what is happening at the moment and act accordingly.
- ✓ Be an observer of what happens and act accordingly.



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- ✓ Have the listening and the use of powerful questions as key skills towards the group.
- ✓ Ability to provide feedback on what happens at the group level for a better collective learning.

5. A learning program made from the standards of quality coaching for WACLE should create awareness through:

- ✓ The experience and reflection on this experience.
- ✓ Experimentation of practical and real cases added to the theoretical bases.
- ✓ The control of records of the monitoring of the advances in the audience, in order to provide effective feedback.
- ✓ Encouraging participants through unique, personalized experiences that challenge them to leave their comfort zone.

- ✓ To promote in the participants the design of their own plan of action.
- ✓ The generation of awareness from the beginning.
- ✓ Creating in the participant constant commitments on each action.
- ✓ Support the participant to recognize their needs and those of their environment.

6. A learning program made from the standards of quality coaching for WACLE would have the following methodological aspects (as a minimum):

- ✓ Clear definition of the phases that make up the program (structuring) and the focus of the training session.
- ✓ Ability to distinguish distinctions.
- ✓ Have experiential exercises and reflect on them leading to useful conclusions for the group.
- ✓ Record activities and their results.

- ✓ Generate conversations between the participants that lead them to their own conclusions.
- ✓ Have adequate evaluation instruments if the program falls within the category of certification.
- ✓ Previous definition of possible breaks according to the field to which it is applied and its possible ways to approach.



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- ✓ Integrate the areas of emotionality and corporality, along with conversational aspect.

7. A learning program made from the standards of quality coaching for WACLE would have optional structure aspects as follows:

- ✓ Introduction of definitions on theoretical and technical bases used.
- ✓ Individual and group record of achievements, and their respective conversation about the results.
- ✓ Alternative coaching sessions support.

8. A learning program made from the standards of quality coaching for WACLE would take the participants to experiences like:

- ✓ To experience a change in the observer he/she used to be.
- ✓ Experience empowerment and responsibility.
- ✓ Feel comfortable with the type of communication of the trainer.
- ✓ Feel, in the environment, what will give them confidence.

9. A learning program made from the standards of quality coaching for WACLE would contemplate these details in the relationship between the participants and the facilitator:

- ✓ Clear prior agreements of both parties exist: alliances.
- ✓ There is confidence that the participant can raise their doubts and concerns.
- ✓ Effective channels of communication and availability to establish conversations.
- ✓ Permission to inquire by the facilitator to allow exploring expectations.
- ✓ Respect in the form of communication, establishing the difference between creating challenging interventions and those that exceed the limits of respect.
- ✓ The participant has the right to say no to the proposal of any activity or exercise.



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- ✓ Spaces available to establish questions and clarify group and individual doubts.
- ✓ The existence of a confidentiality agreement in both directions: participants and facilitator.
- ✓ Make it clear that to meet the objectives requires involvement, commitment and the desire to learn.

10. A learning program made from the standards of quality coaching for WACLE would contemplate the management of copy right:

- ✓ It will be necessary to mention, authors and bibliography, as well as origin of the methods used.
- ✓ In case the method used is your own, mention the model(s) you have had as a source of inspiration.

11. A learning program made from the standards of quality coaching for WACLE acknowledges the following competences of the Coach/Facilitator:

- ✓ Skill in verbal expression.
- ✓ Synthesis capacity.
- ✓ Capacity for inquiry.
- ✓ Impeccability.
- ✓ Do not assume.
- ✓ Formulation of powerful questions.
- ✓ Ability to listen to verbal and non-verbal language.

- ✓ Improvisation at the service of the group.

- ✓ The observation.
- ✓ Creativity.
- ✓ Provide the maximum possible in each session.
- ✓ The ability to make decisions right away.
- ✓ Generate break points.
- ✓ Be challenging.
- ✓ Skill in emotional self-management.
- ✓ Flexible and adaptable: do not take situations personally.



12. A learning program made from the standards of quality coaching for WACLE acknowledges the following responsibilities of the Coach/Facilitator:

- ✓ Management of the audience.
- ✓ Ensure the physical conditions of the spaces and their impact in learning.
- ✓ Ensure the necessary material.
- ✓ Ensure that the participant receives his/her accreditation diploma.
- ✓ Management of your effectiveness in communication.
- ✓ Ensure that the program is fully completed.
- ✓ Elaborate suitable timelines and times.
- ✓ Meet the times and agenda.
- ✓ Keep track of progress.
- ✓ Comply with the previous agreements established with the audience and the client (contractor)

13. A learning program made from the standards of quality coaching for WACLE would appreciate to generate a bigger impact from:

- ✓ Changing the emotional state in which we live.
- ✓ Helping to learn to guide: to move from Fear to Confidence.
- ✓ Awakening individual consciousness.
- ✓ Providing social awareness regarding the environment and/or community in which the participant lives.
- ✓ Generating social action and contribution of well-being to the community nearby.
- ✓ Reducing suffering and its feelings.
- ✓ Achieving more individual and global happiness.