



# IECL Organisational Coaching Education Prospectus



2026

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# An Introduction to the Institute of Executive Coaching and Leadership

Since 1999, IECL has been training professional organisational coaches and inspiring and developing leaders in organisations across the world. Our vision is for every leader to be able to access world-class coaching. Our organisational coach education program leads to the world's most highly respected organisational coaching qualifications, conforming to the rigorous standards set by the International Coaching Federation (ICF). We've certified more than 10,000 organisational coaches and leaders in the ICF's core coaching competencies. Through our association with Charles Sturt University we also offer a pathway from our coach training to a Graduate Diploma of Organisational Coaching and Leadership (details in the following pages).

IECL programs fundamentally shift how leadership is thought about, talked about and practiced for people who have both the potential and willingness to not just survive, but thrive. We've designed our corporate programs so that even those with decades of experience under their belt can find success through intentional

leadership practices.

Every year, IECL corporate training and development programs are delivered to over 5,000 leaders in organisations. When it comes to leadership development, we focus on more than just skills training, anchoring our development into a whole-system perspective, ensuring the work lands in practice outside of the learning environment.

IECL clients are organisations from a variety of industries all around the world – both public and private sector, spanning everything from education to engineering solutions providers.

Like our clients, our coaches and coach training faculty are located across the world. They are experts in facilitating learning, engaging any audience and fostering change.

IECL is a specialist provider of organisational coach education with over two decades of experience in training organisational coaches and developing coaching capability in leaders. We offer a comprehensive range of world class courses and flexible pathways to suit you. Whether you are new to organisational coaching,

an experienced professional coach, a leader looking to add coaching to your toolkit or someone interested in being part of a community and a conversation around organisation coaching... IECL is the place for you. We are here to support and guide you as you navigate the world of organisational coach education and support your ongoing development. IECL is a centre of excellence for coaching, where you learn, share and grow as a coach by accessing knowledge, practice opportunities and organisational coaching experts.

Our body of extensive research and academic publications are the Knowledge Bank behind our services and we use them to inform our rigorous process of curriculum development, learning design and ongoing program review. In 2020 IECL successfully adapted to offer our entire suite of programs virtually which has allowed us to grow globally with virtual programs in a variety of time zones.

To learn more about our extensive range of offerings visit us at [www.iecl.com](http://www.iecl.com).

## IECL Values



# An Introduction to the Institute of Executive Coaching and Leadership



## WHAT IS ORGANISATIONAL COACHING?

Organisational Coaching is a structured conversation with measurable outcomes that is collaborative and in the service of the coaching counterpart and the sponsoring organisation.

Organisational coaches work with individuals to achieve a broad range of outcomes including improved performance, enhanced well-being, higher levels of engagement, greater impact and better decision making. Organisational coaching engagements are in service of the individual and the broader stakeholder system. By linking individual concerns and aspirations with organisational agendas, they serve to improve organisational effectiveness.

Coaching conversations guide the individual toward expressing more of their potential at work, through a coaching process founded in adult learning principles. Coaching is a systemic, strength-based process of:

- Building rapport
- Setting goals
- Exploring options
- Generating new thinking
- Reflecting on new understandings in the context of organisational focus areas and goals
- Gaining commitment to action
- Providing support for sustainability of learning and actions.

Organisational coaches help the individual generate new insights, access more of their potential, and more of their strengths at work in order to be able to experiment and try different things. Disrupting existing thinking patterns, building new ones, identifying and embedding new behaviours are all possible ways that coaching can serve counterpart performance and well-being. Yes, you might have heard this called Executive Coaching and that's a part of our name, too! While it's very similar, we prefer to use the term Organisational Coaching as it's inclusive of the whole variety of roles and organisations that we see in coaching; it's not "just executives"!





# Our Clients

Below is a selection from the IECL's client list:

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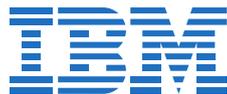
Australian Government



LOUIS VUITTON



Deloitte.



CLAYTON UTZ



# IECL Organisational Coach Education

## INTERNATIONAL COACHING FEDERATION (ICF) CREDENTIAL PATHWAYS

IECL has offered an ICF accredited coach education program since 2006, and continues to hold our program to the rigorous standards of this international body for coaching.

This means you can work towards world class IECL organisational coaching qualifications with the additional credibility of ICF accreditation supporting your journey to ACC or PCC credentials if you choose.

IECL is approved by the ICF to sign off our students as ACC or PCC “ready” which means you are pre-approved by us when you apply to ICF for your credential. The practice hours and ICF exam are up to you, but all the other requirements of the ACC and PCC credential are taken care of in IECL’s Level 1 (ACC) and Level 2 (PCC) pathways.

IECL is an approved ICF provider of coach education at Level 1, Level 2 and the Advanced Accreditation in Team Coaching. Our programs have an emphasis on individual and group mentoring, from the commencement of your coach education onward. You received performance evaluations against the ICF’s ACC Minimum Skills Requirements, as well as against the PCC Markers at Level 2.

## ALREADY STARTED YOUR COACHING TRAINING?

If you’ve already completed courses with IECL you’re in a great position. You can build on the level you’ve achieved and continue your learning and development with us. What these changes mean for you personally will depend on the courses you’ve completed so far, and the IECL team is here to guide and support you through the options whilst you decide on the right path for you. You may want to broaden your knowledge and skills by undertaking additional IECL certification courses or deepen your current level of knowledge and skill by working towards an IECL accreditation and ICF credential.

## NEW TO COACHING? EVERYTHING STARTS WITH OUR WORLD-FAMOUS LEVEL 1 CERTIFICATION

If you’re just beginning to explore organisational coach education providers and options we appreciate there is a lot of information to absorb, acronyms to learn and pathways to choose from. The great news is that with IECL everything starts with our essential foundation course ‘Organisational Coaching Level 1 Certification’. From there the world of highly impactful coaching is open to you.



# IECL Organisational Coach Education Overview

## IECL LEVEL 1 CERTIFICATION AND ACCREDITATION

The essential foundation course for anyone looking to add coaching conversations to their toolkit is Level 1 Certification. This course is also the first step in ICF credentialing (ACC pathway).

Suitable for coaches and leaders building a breadth of knowledge and skill, Level 1 Certification focuses on functional capability. If after completing Level 1 Certification you are keen to progress as an organisational coach, then your next step is Level 1 Accreditation, which builds on IECL Level 1 Certification for a deeper understanding of coaching competencies and principles. This Accreditation provides valuable opportunities for additional learning, reflection, practice, feedback and mentoring; it represents the advanced practice of Level 1 foundational skills. Through the Accreditation you will apply Level 1 Certification skills in practice, building greater confidence and capability in coaching. These two courses form the beginning of the ICF ACC Pathway, if that is of interest to you (more information on pages 19 to 20).

## IECL LEVEL 2 CERTIFICATION AND ACCREDITATION

After applying your Level 1 skills, you will realise there is much more to know about coaching to truly understand the craft. IECL Organisational Coaching Level 2 Certification builds on your Level 1 tools, techniques and skills with a focus on relational intelligence. At Level 2 you'll grow your capability to build the coaching relationship which creates the safe space for the coaching work to be done. You'll learn about mindful presence, coaching dialogue, deeper levels of listening, powerful questioning, perspective taking and the dynamics at play in coaching. Your focus of coaching will shift from coaching the situation to coaching the meaning being made of the situation. The Level 2 Accreditation will further embed and solidify this learning, and these four courses combined provide all the skills and tools of a professional organisational coach.



**MANDY GEDDES, PCC**  
*Head of Coach Education*



## ICF ACCREDITED PROGRAMS

IECL is accredited as an approved provider of ICF Level 1 and Level 2 coach education. This provides a pathway option for IECL alumni to work towards achieving either an ICF ACC or PCC credential. Combining IECL's Level 1 Certification, Level 1 Accreditation plus ACC Mentoring and Performance Evaluation provides an ICF Level 1 Accredited coach education program. Add to this IECL's Level 2 Certification, Level 2 Accreditation and PCC Mentoring and Performance Evaluation and you have completed an ICF Level 2 Accredited program, ready to apply to ICF for your PCC credential.

## GRADUATE DIPLOMA AND MASTER DEGREE STREAM

Through our association with Charles Sturt University (CSU) our alumni are invited to continue on to post-graduate studies at CSU, with the goal of attaining a:

- **Graduate Certificate in Organisational Coaching and Leadership** (IECL Levels 1 and 2 certification and two CSU subjects).
- **Graduate Diploma of Organisational Coaching and Leadership** (IECL Levels 1, 2 Certification and Narrative Coaching\*, plus four CSU subjects).
- **Master of Business Leadership** Successful completion of the Graduate Diploma provides guaranteed entry with credits into this Masters program at CSU.

\*Any IECL course completed more than five years ago will require that you review the course and you may need to complete one additional assignment to attain the CSU credit

Our entire coach training program is available virtually, live via Zoom, meaning you can participate in interactive and experiential coach training from wherever you are, as long as you have wifi and a laptop or computer (kids and pets in the background at your place are welcomed!)

We do also offer occasional face to face training in some cities; see [www.iecl.com](http://www.iecl.com).

Our courses continue to be ICF accredited, run by our incredible coaching faculty, and feature plenty of interaction and experiential modules to keep you engaged and learning throughout. Our net promoter scores have never been higher (see [page 17 & 18](#) for details).

# IECL Organisational Coach Education teaches the science, the art and the confident practice of ethical organisational coaching



There are now so many types of coaching being offered across the globe with a huge range of applications for various contexts. There's life coaching, business coaching, wellness coaching... and more. IECL specialises in **organisational coaching** which benefits individuals, teams, groups and – most importantly – the organisation as a system. **So, in a sentence:** organisational coaching is a structured conversation with measurable outcomes that is collaborative and in service of both the individual, or the group or the team AND the sponsoring organisation. Whether that coaching is delivered by an external coach, internal coach or a leader taking a coaching approach, at IECL we use the umbrella term **organisational coaching**. Organisational coaching encompasses leadership coaching, executive coaching, group and team coaching and many other forms of coaching which take place within organisations.

In 1999, when IECL was founded, coaching as a professional practice was in its infancy, and ever since, IECL has proudly played a key role in shaping and professionalising the organisational coaching industry, holding high standards and always looking to improve, grow and learn. We've worked hard to continually raise the bar for coaching standards to ensure we send well trained, confident, competent and ethical coaches and leaders out into the world.

IECL organisational coach education is globally recognised as **world class**. Our courses have a strong reputation in the market for producing **exceptional** coaches. As soon as you complete our first certificate course, you join an alumni of over 10,000 people globally and enjoy the benefits of calling yourself an IECL coach. Our ability to support coaches and leaders as they learn to hone their craft in the art and science of organisational coaching has led to

our courses to be recognised as the **gold standard** by our clients, participants and by coaching and educational bodies, including the International Coaching Federation – or ICF – and Charles Sturt University which recognises IECL's Level 1 and 2 Certifications for full credit in their post-graduate certificate and diploma of Organisational Coaching and Leadership. See pages 25 and 26 for further details of these qualifications.

# The Changing World of Organisational Coach Education

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You may have heard lots of acronyms, options and pathways as you have investigated the world of Coach Education. It can be a little daunting to navigate your way through and that's why IECL have a fabulous team of relationship managers and global faculty to guide and support you as you make the choices that are right for you and your coaching development. Read on to understand more, and contact us via [www.iecl.com/discovery-chat](http://www.iecl.com/discovery-chat) at any time to set up a one-on-one conversation:



**Hong Kong  
& China**  
Angela Lee



**ANZ/USA &  
Canada**  
Hooman  
Shakernia



**Singapore/Asia  
& EMEA**  
Yael Collet

## CONTINUING STUDENTS/ICF CREDENTIALS



Holly Kerr

# Becoming a Professional Organisational Coach

## HOW DO YOU DEVELOP ORGANISATIONAL COACHING CAPABILITY?

This is the pathway to becoming an IECL professional organisational coach. These four courses combined will enable you to become a competent and confident, professional organisational coach.

Participating in these four courses will set you up for absolute impact, and to be the best professional coach that you can be. IECL's world class organisational coaching education gives you everything you need as a professional organisational coach. Professional organisational coaches (PIECL) are confident, competent and ethical. On completion of this pathway, you will truly be able to call yourself a professional organisational coach, knowing that you are equipped to deliver exceptional outcomes for your clients.

## WHERE TO BEGIN?

Everything starts with Organisational Coaching Level 1 Certification, which teaches you the four core foundations of IECL organisational coaching:

- ▶ Coaching mindset
- ▶ Coaching landscape
- ▶ Coaching relationship
- ▶ Coaching structure

**More information on Level 1 Certification is available on pages 19 and 20.**

Once you have completed Level 1 Certification, your next step is **Level 1 Accreditation**; this is where we are working with those same foundations from Level 1 Certification, but really developing and deepening your understanding and application of them. Level 1 Accreditation is where you extend your capabilities and confidence as a coach. Working with the toolkit from Level 1 certification, in partnership with your peers and highly qualified mentor coaches, you receive both written and verbal feedback and significant levels of individual mentoring; it's an intensive learning experience, spread out over 12 weeks. Level 1 Certification and Accreditation are two sides of the same coin; and fit beautifully together.

**More information on Level 2 Certification is available on pages 21 and 22.**

 <p><b>LEVEL 1</b></p> <p>IECL Organisational Coaching Level 1 Certification</p> <p>IECL Level 1 Certified Organisational Coach      POST NOMINAL CIECL</p>	 <p><b>LEVEL 1</b></p> <p>IECL Organisational Coaching Level 1 Accreditation</p> <p>IECL Level 1 Accredited Organisational Coach      POST NOMINAL AIECL</p>
 <p><b>LEVEL 2</b></p> <p>IECL Organisational Coaching Level 2 Certification</p> <p>IECL Level 2 Certified Organisational Coach      POST NOMINAL CIECL</p>	 <p><b>LEVEL 2</b></p> <p>IECL Organisational Coaching Level 2 Accreditation</p> <p>IECL Level 2 Professional Accredited Organisational Coach      POST NOMINAL PIECL</p>

After 25 hours of practice you can move on to Level 2 Certification, followed by Level 2 Accreditation, and here your coaching progresses to a whole new level. IECL Organisational Coaching Level 2 Certification builds on your Level 1 tools, techniques and skills with a focus on relational intelligence. At Level 2 you'll grow your capability to build the coaching relationship which creates the safe space for the coaching work to be done. You'll learn about mindful presence, coaching dialogue, deeper levels of listening, powerful questioning, perspective taking and the dynamics at play in coaching. Your focus of coaching will shift from coaching the situation to coaching the meaning being made of the situation.

# Becoming an ICF ACC Credentialed Coach

## AIMING FOR ICF'S ACC CREDENTIAL?



**IECL**  
CERTIFIED  
Organisational Coach  
LEVEL 1

IECL Organisational Coaching  
Level 1 Certification



**IECL**  
ACCREDITED  
Organisational Coach  
LEVEL 1

IECL Organisational Coaching  
Level 1 Accreditation



**IECL**

ACC Mentoring &  
Performance Evaluation

These are the three courses required if you are interested in attaining ICF's ACC credential.

See Appendix A for full details on how to gain the necessary organisational coach education to apply for ACC or PCC.




IECL Level 1 Organizational Coach Education Pathway  
(ICF Level 1: ACC Journey)



**Apply to ICF for your ACC Credential**  
When you have:



Your IECL Level 1 Organizational Coach Education Pathway (ICF Level 1: ACC Journey) certificate



100+ hours (of which 75 are paid)



Paid a fee to ICF



Passed a credential exam at ICF

# Becoming an ICF PCC Credentialed Coach

## AIMING FOR ICF'S PCC CREDENTIAL?



**IECL Organizational Coaching  
Level 2 Certification**



**IECL Organizational Coaching  
Level 2 Accreditation**



**PCC Mentoring &  
Performance Evaluation**



**IECL Level 2 Organizational  
Coach Education Pathway  
(ICF Level 2: PCC Journey)**

These are the three courses required if you are interested in attaining ICF's PCC credential.

See Appendix A for full details on how to gain the necessary organisational coach education to apply for ACC or PCC.




**Apply to ICF for your  
PCC Credential**  
When you have:



Your IECL Level 1 Org Coach Education Pathway (ICF Level 1: ACC Journey) certificate (Level 1 mentoring not required if you are completing Level 2 mentoring/PCC)  
**AND**  
Your IECL Level 2 Org Coach Education Pathway (ICF Level 2: PCC Journey) certificate



500+ hours  
(of which at least 450 are paid)



Paid a fee to ICF



Passed a credential exam at ICF

# IECL

## MEMBERSHIP

As coaches we understand the need to cultivate our coaching practice as the world continues to provide new opportunities and challenges to us and our coaching clients. How do you stay ahead to ensure your coaching is as effective as it can be in a rapidly evolving world?

IECL Membership provides organisational coaches with the network, further knowledge, support and guided practice to raise the bar on your coaching practice.

### MEMBER BENEFITS

IECL Membership is designed to give you support, coaching practice opportunities and a place to connect with fellow members and access to some of the most experienced coaches in the region to help you accelerate your development as a coach. As an IECL Member you will receive access to a calendar of regular tailored events to advance your coaching practice. Members also have access to an exclusive online Member Hub with peer discussion, coach resources, access to previously recorded events and easy event registration. Members receive preferential rates for IECL courses and events including organisational coach education and CPD programs.



### IECL POST NOMINAL

As an IECL member you are entitled to use the post nominals associated with your IECL coaching qualification and ongoing membership. Use of your post nominals provides your clients and the market with a clear statement regarding your commitment to;

- upholding IECL's Code of Conduct and Ethics
- continuing to develop your skills as a professional coach
- coaching to internationally-recognised professional standards
- being part of an active coaching community contributing to the advancement of coaching worldwide

The IECL post nominal is a statement of professional standing, credential and commitment. Use of the IECL post nominal is restricted to IECL financial members only.

“

IECL membership has really been the glue that has enabled me to stay connected with coaching. Connected with the IECL alumni, the fantastic IECL coaches, trainers and staff, and at the same time, connected with the learning that I have gained from my studies with IECL. I've particularly enjoyed the peer coaching program and coaching demos. As a developing and part-time coach I have found these aspects of membership incredibly beneficial in keeping the 'saw' sharpened.

Chris Rose  
Organisational Coach

### REGULAR EVENTS

#### Coaching Practice

Build confidence, gain hours and refine your coaching through the various coaching opportunities offered through Membership. Sign up to the regular Peer Coaching Program which includes structured peer feedback, and a 60 minute reflection session.

#### Live Coaching Demonstrations

Observe experienced IECL Coaches at PCC level live in action with a chance to reflect and ask questions.

#### Industry Events

Join the discussion with industry leaders, IECL Faculty and our network of members as we explore current trends in coaching through these insightful sessions.

#### Building your Coaching Practice

Workshops aimed to provide support in building your business with sessions in branding, social media and managing your coaching engagements.

#### Coaching Workshops

Deepen and broaden your coaching skills through regular interactive workshops which support you to become a more confident, capable and ethical coach. These workshops support leaders taking a coaching approach and full time coaches.

#### Coaching Supervision & Mentoring

*(an extra fee applies to Members wishing to participate in these two offerings).*



Join  
Now



View  
upcoming  
events

# Virtual Training in Coaching Skills



Most IECL coach training is now offered live via Zoom, with occasional face to face delivery in some regions. This live and fully synchronous delivery is fully approved by the ICF and has proved to be extraordinarily effective. Participants note that they are more focused on their learning, less distracted and able to convert theory straight into practice in our break-out room coaching pairs. IECL faculty are able to monitor learning outcomes in the moment and have noted strong transfer of learning. IECL approval scores have continued to increase since we moved to predominantly Zoom delivery.



The Zoom technology is free for you to use during the course (video and audio) as long as you have a reliable internet connection. Zoom also allows:

- You to put your hand up at any time with questions;
- You to see the faces of your learning peers, wherever they are joining from;
- Breakout rooms (for your coaching practice sessions) that our faculty can “pop in” to review your practice and provide feedback;
- A more democratic classroom, where everyone’s voice is heard; and
- Many more features that will help to enliven your learning experience.

To participate in the virtual coach training program, you will need:

- A private space to learn and do your coaching practice, (we’ll stop regularly for breaks, including stretch breaks);
- A laptop or desktop computer connected to the internet; and
- A camera on your device and either bluetooth headset or sound on your computer (i.e. in built speakers).

We drew on years of training experience and some creative new ideas to find innovative ways to deliver these courses virtually while ensuring the same strong learning outcomes for all participants. We look forward to welcoming you to our coach training, live on Zoom.

Note that all courses listed on the website show the time of the course in your nominated (local) time zone, and also have an indication of the time zone the course is held in. Except where “in person” delivery is indicated, you can join from anywhere in the world if the time suits you. For in person courses you will need to attend in person in the city indicated.

# What Our Graduates Say

“

*A really nicely designed program with good balance of content and hands on exercises to help us build the skills.*

VP, Credit Suisse

“

*An excellent program! The pace, structure and frameworks were practical and clear. The opportunity to put coaching into practice in a phased manner allowed me to implement what I had learned. The course was able to cover a great range of content and practice and gave me so much food for thought as I take coaching into my workplace.*

First Assistant Secretary,  
Attorney-General's Department

“

*Program was excellent. It hit the trifecta; great facilitators, engaging materials and profound and valuable insights from other participants.*

Executive Coach, KPMG

“

*Good three days with mix of teaching and practice. Great cohort with varied experiences to draw from. Logistics of the sessions went well and good use of the allocated time.*

HR Ops Director  
(Asia Pacific), Nike

“

*I found this a highly engaging program - I thought the mix between theory and practical experience (even the use of pair discussions) contributed to the engagement and helped to solidify the learning.*

Director, Deloitte

“

*It was well structured and surpassed my expectations on how much I could learn in that timeframe.*

Field Coach Trainer,  
Louis Vuitton

“

*Good pace, agenda, and engagement from the leaders and the participants.*

Partner, IBM

“

*Overall the program was very good in providing the various questioning tools and each of us was given space to practice what we learnt. It was also a safe space of learning.*

Director, PWC

“

*Well structured learning. Excellent facilitators, fabulous content.*

Manager Group L&D  
Operations, Qantas

“

*Fabulous delivery, content and facilitators.*

People Lead, Program  
Capability, BAE

“

*Brilliant program. Very engaging. Great content.*

Service Manager - VIC,  
Downer EDI Works  
Pty Ltd

# What Our Graduates Say

“

*Extremely professionally delivered with excellent content.*

Chief People Officer,  
OMD

“

*It was great to connect with a diverse group of people away from my organisation all learning the same skills. Excellent balance of practice and theory to get to group engaged whilst learning.*

People Leader, EY

“

*Amazing, it was really well done and I got so much out of it!*

Head of Talent,  
Clayton Utz

“

*I absolutely enjoyed this training. I explored areas in my life that I didn't think was possible. These areas of myself were explored and I feel really equipped to move forward in my career. I am really surprised how many tools I was provided to help me.*

Retail Trainer, Louis Vuitton

“

*Very powerful and the mastery of the facilitator in creating and sustaining energy in the room for three full consecutive days was impressive. A great blend of theory and practice, with emphasis on practice not perfection.*

Chief Counsel, BAE Systems Australia

“

*I have never-ever before participated in such an engaging and supportive online training. Extremely professional in terms of content and facilitators.*

Senior Global Travel  
Category Manager,  
Grundfos Holding AS

“

*Excellent course - well structured and paced. Fantastic cohort as well - really diverse and high quality engagement.*

Business Manager,  
Westpac Group

“

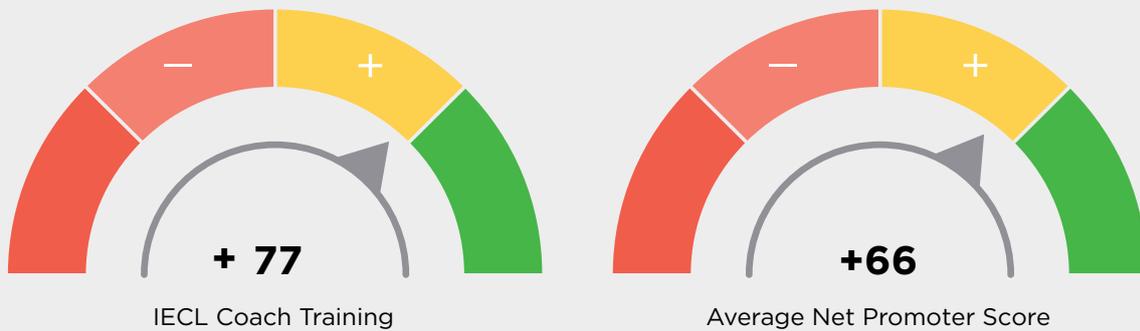
*I am hooked. I can't wait to put my new coaching skills to work. The time was well spent. The course was well designed, the handbook was very helpful, and the other participants were wonderful to work with.*

Senior Manager, Business  
Process Design &  
Re-engineering, Adobe Inc.

# Our Coach Training is so Highly Recommended it's "World-Class"

**According to our alumni of over 10,000 Organisational and Executive Coaches across the Asia Pacific, IECL's coach training program has an overall Net Promoter Score® (NPS®) of +77\*.**

(\* Based on IECL virtual and in person delivery of coach education, Jan - Dec 2025, worldwide average)



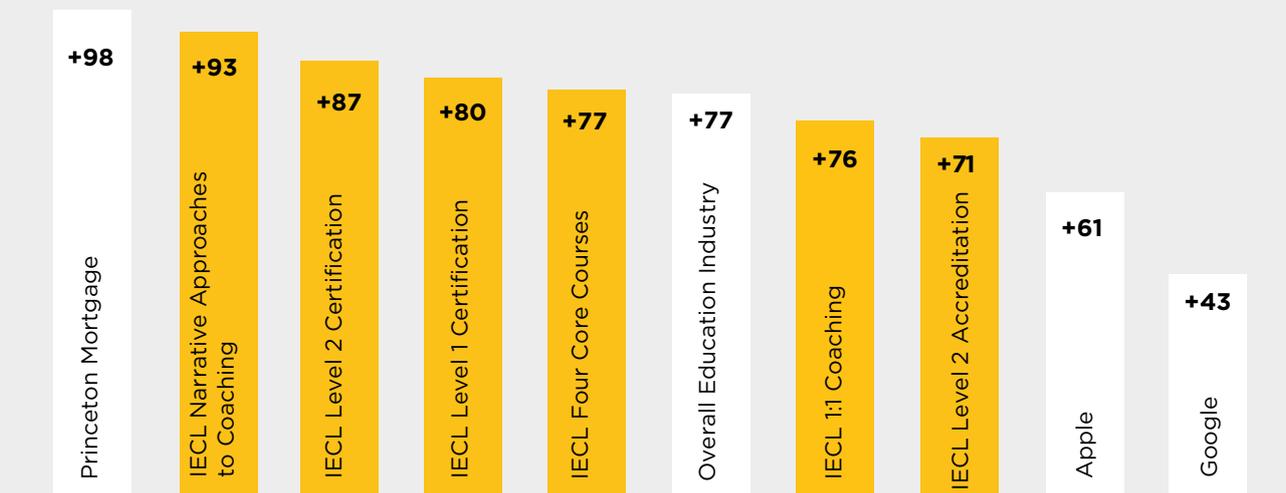
## WHAT IS CONSIDERED A GOOD NPS®?

Given the NPS® range of -100 to +100, a "positive" score or NPS® above 0 is considered "Good", +50 is "Excellent," and +70 is considered "World Class." Based on global NPS® standards, any score above 0 would be considered "good".

The scoring information is from <https://www.questionpro.com/blog/nps-considered-good-net-promoter-score/>.

## HOW DOES IECL COMPARE?

Below is a graph depicting IECL's standing versus other reputable organisations and the Education Industry benchmark according to NPS® Benchmarks.



# Our Coach Training is so Highly Recommended it's "World-Class"

## WHAT IS NPS®?

The NPS® is a customer loyalty metric originally formulated by Fred Reichheld, Bain & Company and Satmetrix in 2003. It segments customers into three types based on a 0 to 10 scale of how likely they are to recommend the product or service:

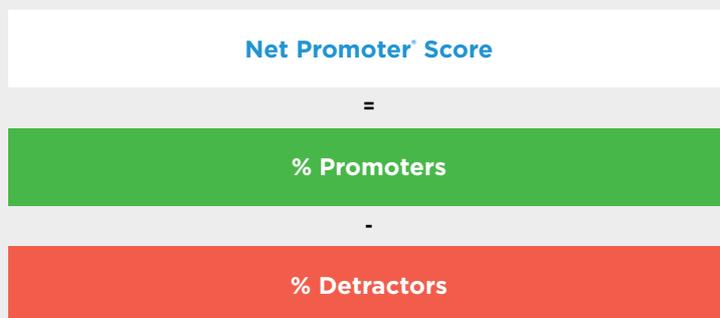
- Passives who respond with scores of 7-8;
- Detractors who respond with scores of 0-6; and
- Promoters who respond with scores of 9-10.



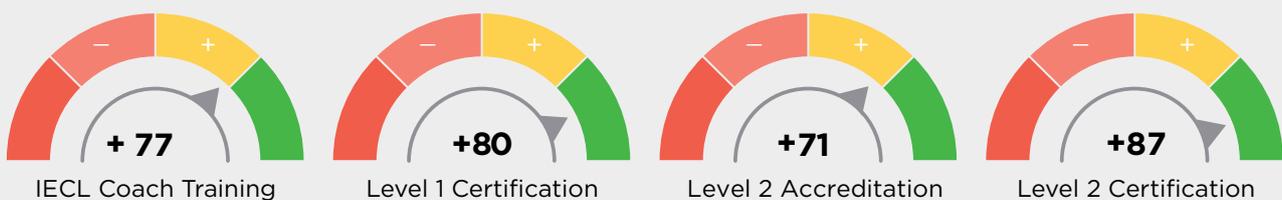
With the NPS®, organisations can gauge the health of their client/customer/student experience programs, and in turn work to improve said programs.

## HOW TO CALCULATE NPS®?

To calculate NPS®, you subtract the percentage of participants who are detractors from the percentage who are promoters. This returns a score between -100 and +100, which is the NPS®.



## HOW DOES IECL COACH TRAINING SCORE?





# Organisational Coaching Level 1 Certification

The IECL Organisational Coaching Level 1 Certification course teaches you the essential foundational skills of organisational coaching including the tools, techniques and understanding of how to conduct high performance coaching sessions that get results. This course builds functional capability and is the starting point for all organisational coach education at IECL. Once completed, you can choose to go broader or deeper in your continuing development; this course is step one for those seeking International Coaching Federation (ICF) credentials AND for those interested in IECL Accreditation and Charles Sturt University (CSU) pathways. Suitable for coaches, leaders and anyone looking to add coaching to their toolkit.

## COURSE CONTENT

- Access to a blended learning experience that includes interactive pre and post learning and allows you to collaborate with your peers and IECL faculty,
- A three day experiential workshop (virtual or face to face) with experienced coaching faculty,
- Multiple opportunities to practice and receive mentoring and feedback on your coaching,
- Access to IECL Alumni and Member networks for continuous professional development,
- Certification as an IECL Level 1 Organisational Coach, and a verifiable digital badge for use in marketing.

A set of coaching resources will be provided as part of this course and you will have 12 months to access and download them.

## OUTCOMES

**At the end of IECL Organisational Coaching Level 1 Certification, you will be able to:**

- Describe and explain organisational coaching and the context within which it sits,
- Apply IECL Level 1 coaching foundations to your practice including:
  - cultivate a coaching mindset,
  - take a whole systems approach to working within an organisational system,
  - build a coaching relationship,
  - ask coaching questions and structure a coaching conversation,
- Demonstrate the core competencies of a coach through coaching practice and observation,
- Consolidate learning and continue your development as a coach through reflection and application.

## DURATION

Six weeks (part-time) incorporating a workshop over three full, consecutive days (attendance at all sessions of all three days is required).

## MEMBERSHIP

We highly recommend you join IECL Membership prior to registering for the Level 1 Organisational Coaching Certification. Not only will you receive a discounted member price on your coach training, but you'll also benefit from access to a global network of organisational coaches, ongoing learning and development opportunities, practice sessions, coaching demonstrations, industry updates and many more events designed to support your development as a coach.

## CERTIFICATION

Successful completion of all course requirements leads to IECL Organisational Coaching Level 1 Certification, and if you are an IECL Member, use of the post-nominal CIECL.

Once you are certified at Level 1 you can start coaching right away, and we recommend that you do that, gaining as much practice as you can. You may also choose to continue on the path to deepening your knowledge through Level 1 Accreditation, and beyond to ICF credentials, or to broaden your coaching knowledge through Level 2 Certification, where you will learn more about the relational aspects of organisational coaching.





# Organisational Coaching Level 1 Accreditation

IECL Level 1 Accreditation builds on IECL Level 1 Certification for a deeper understanding of the foundational coaching competencies and principles. This Accreditation provides valuable opportunities for additional learning, reflection, advanced practice, feedback and mentoring. Through the Accreditation you will apply Level 1 Certification skills in practice, building greater confidence and capability in your coaching.

## COURSE CONTENT

- Access to an intuitive online learning experience that prepares you for advanced practice of your Level 1 skills,
- Three individual workshops (virtual) with IECL's experienced coaching faculty,
- Targeted mentoring on your coaching skills in small group settings and two sets of written feedback from IECL faculty,
- Solid links between ICF Core Competencies and your coaching practice,
- Certification as an Accredited IECL Level 1 Organisational Coach, and a verifiable digital badge for use in marketing.

## OUTCOMES

**At the end of the IECL Organisational Coaching Level 1 Accreditation, you will be able to:**

- Recall core coaching foundations learned in Level 1 Certification,
- Apply knowledge of core coaching competencies and principles,
- Practice coaching and demonstrate growth based on mentor feedback,
- Evaluate your development as a coach and continue your development as a coach through practice and self reflection.

## PREREQUISITE

Prior to commencement of the Level 1 Accreditation course, you are required to:

- Have completed IECL's Level 1 Certification.

## CERTIFICATION

Successful completion of all course requirements leads to IECL Organisational Coaching Level 1 Accreditation, and if you are an IECL Member in good standing, use of the post-nominal AIECL (Accredited IECL coach).

After completing Level 1 Accreditation you can choose to **deepen** your coaching practice and pursue ICF's ACC credential via ACC Mentoring and Performance Evaluation, or to **broaden** your coaching knowledge via IECL Organisational Coaching Level 2 Certification.



# Organisational Coaching Level 2 Certification



After applying your Level 1 skills, you will realise there is much more to know about coaching to truly understand the craft. IECL Organisational Coaching Level 2 Certification builds on your Level 1 tools, techniques and skills with a focus on relational intelligence. At Level 2 you'll grow your capability to build the coaching relationship which creates the safe space for the coaching work to be done. You'll learn about mindful presence, coaching dialogue, deeper levels of listening, powerful questioning, perspective taking and the dynamics at play in coaching. Your focus of coaching will shift from coaching the situation to coaching the meaning being made of the situation.

Level 2 Certification is open to all graduates of Level 1 Certification. We recommend you also have a minimum 25 hours of coaching practice between Certification Levels 1 and 2. These courses form the foundations of IECL's ICF accredited organisational coach education pathways to ICF ACC and PCC credentials, however Level 1 and 2 Certifications also stand alone as fully rounded and rigorous coach training programs.

## COURSE CONTENT

- Access to a blended learning experience that includes interactive pre and post learning and allows you to collaborate with your peers and IECL faculty,
- A three day experiential workshop (virtual or face to face) with experienced coaching faculty,
- Multiple opportunities to practice and receive mentoring and feedback on your coaching,
- Membership of a community of advanced coaching practitioners,

- Certification as an IECL Level 2 Organisational Coach, and a verifiable digital badge for use in marketing.

## OUTCOMES

**At the end of Organisational Coaching Level 2 Certification you will be able to:**

- Reflect on your coaching practice and create a new learning goals,
- Apply the IECL Level 2 coaching foundations to your coaching practice:
  - Goal refinement,
  - Change of focus,
  - Coaching dialogue,
- Analyse how to build trust in the coaching relationship while taking relational risks,
- Construct an awareness of yourself in the role of coach,
- Demonstrate the use of the CLEAR framework in your coaching practice,
- Explain how to become present as a coach and create a plan for how you will set this up in your coaching practice,
- Apply different techniques in your coaching practice to generate different perspectives and increase the counterparts awareness of self talk,
- Demonstrate how to connect through deep listening - listen for emotion, meaning, strengths and what is unsaid by the counterpart,
- Define authenticity and signature presence and discuss how they impact on you as a coach,
- Ask intentional questions that are responsive to the counterpart and what the counterpart offers,

- Demonstrate how to communicate observations, intuitions and noticings to the counterpart.

A set of coaching resources will be provided as part of this course and you will have 12 months to access and download them.

## PREREQUISITES

IECL Level 1 Certification provides direct access to Level 2.

Completion of an ICF Accredited ACC/Level 1 (60+ hours) accredited program (completed post 2023) provides access via our **Credit Transfer Policy** and a short IECL Foundations module is required.

If your coach education is different to the above, please apply for **Recognition of Prior Learning** to join Level 2.

## CERTIFICATION

Successful completion of all course requirements leads to IECL Organisational Coaching Level 2 Certification, and if you are an IECL Member, use of the post-nominal CIECL.

After completing Level 2 Certification you can choose to "specialise" in Team Coaching or Narrative Coaching with IECL, or enrol in the Graduate Certificate in Organisational Coaching and Leadership at Charles Sturt University (with Level 1 and Level 2 Certifications plus the two CSU assignments you are halfway through the CSU Graduate Certificate). You may also choose to continue on to IECL Coaching Accreditation with IECL.

## DURATION

Seven weeks (part-time) incorporating a workshop over three consecutive days. (attendance at all sessions of all three days is required).



# Organisational Coaching Level 2 Accreditation

IECL Level 2 Accreditation builds on IECL Level 2 Certification for a deeper understanding of advanced coaching competencies and principles. This Accreditation provides valuable opportunities for additional learning, reflection, advanced practice, feedback, supervision and expert mentoring. Through the Level 2 Accreditation you will apply and build on your Level 2 Certification skills through observed practice sessions, building greater confidence and capability in your coaching.

## COURSE CONTENT

- Access to a lively online learning experience that prepares you for advanced practice of your Level 2 skills,
- Three individual workshops (virtual) with IECL's most experienced coaching faculty,
- Targeted mentoring on your advanced coaching skills in small group settings and two sets of written feedback from IECL faculty,
- Solid links between ICF Core Competencies and your evolving coaching practice,
- Certification as an Accredited IECL Level 2 Organisational Coach, and a verifiable digital badge for use in marketing,
- The PIECL badge and post-nominal (once all prerequisites are completed).

## OUTCOMES

**At the end of IECL Level 2 Accreditation you will be able to:**

- Recall core coaching competencies learned in Level 2 Certification,
- Practice coaching and demonstrate growth based on mentor feedback,
- Evaluate your development as a coach and continue your development as a coach through practice and self reflection,
- Demonstrate heightened confidence and enhanced competence in the practice of organisational coaching.

## PREREQUISITE

IECL Level 2 Certification is required.

## CERTIFICATION

On completion you can call yourself an IECL Level 2 Accredited Coach and as an IECL member in good standing, you can use the post nominal PIECL (Professional Accredited IECL coach) after your name if you have also completed Level 1 Certification and Accreditation and Level 2 Certification..



# Narrative Approaches to Organisational Coaching

## WHY NARRATIVE COACHING?

Are you an experienced coach ready to broaden your coaching practice? Or are you looking to develop your coaching to the next level?

Narratives are the stories we tell ourselves and the most widely expressed activity we engage in as humans, so the ability to help your clients change their narratives can be a powerful way to develop your coaching skills. The meaning - whether positive or negative - we each give to the events of our lives, through the narratives we construct, impact our identity, our shared reality and the organisational culture.

## WHY IECL FOR NARRATIVE COACHING?

IECL has taught Narrative Coaching in our accredited coach training program since 2006 and so we have a track record in this work. In 2023 we expanded this topic into its own Continuing Coach Education Unit (CCE) workshop, and the three days will be devoted entirely to the transformative power of narrative coaching.



## IN ORGANISATIONS, NARRATIVES RULE.

From “*but this is the way we do things around here*” to “*you can’t speak up about that, or else...*” style spoken narratives, to the unwritten narratives that rule all organisations’ cultures, narratives have a powerful place in our working lives.

Narrative Coaching for organisational coaches helps the coach to unpack with their counterparts all the ways in which they hold themselves back, or are held back, by the unwritten narratives of the organisation, as well as their unhelpful stories about themselves. For example, how many times have you heard a colleague say something like “*but I’m no good with numbers*” or “*my boss just doesn’t promote people like me*” or “*I feel like an imposter in this role*”?

Narrative Coaching enables the coach to work with their counterparts in ways that uncover, unpack and re-author these powerful (and often limiting) narratives. Narrative coaching involves focused and deep work and is firmly based in the “*stories we tell ourselves*”. \* The Narrative Coaching workshop was previously IECL Level 3 training - part of the IECL ACTP program that was retired at the end of 2022. IECL Level 3 graduates can participate in the Narrative Approaches course at the review rate.



You will be provided with this digital badge which can be validated, recognised and shared on social media platforms.



# Narrative Approaches to Organisational Coaching

## WHAT ARE THE LEARNING OUTCOMES OF THIS COURSE?

At the conclusion of this course, coaches will be able to:

- Identify narratives that keep leaders stuck and utilise this in your coaching practice,
- Apply new skills to reauthor the stories leaders have been telling about themselves, others and their role,
- Develop skills to support counterparts to reauthor narratives for stronger organisational impact,
- Discuss the principles of reflexivity, externalisation and constructed meaning,
- Explore your own developing coach identity and the narratives that are informing this.

## COURSE STRUCTURE

- Pre-work online in a blended learning experience that includes interactive pre and post learning and allows you to collaborate with your peers and start to engage with theory around this topic,
- A three day experiential workshop (virtual) with experienced narrative coaching faculty,
- Multiple opportunities to practice and receive mentoring and feedback on your narrative coaching,
- Membership of a community of Narrative Coaching practitioners,
- Certification in Narrative Coaching and 36 CCEs granted on completion of the final written assignment (continuous coach education units for ICF credential renewals),
- A verifiable digital badge for use in marketing.

**NOTE:** This course gives you a full credit subject in Charles Sturt University's Graduate Diploma in Organisational Coaching and Leadership (including pathways to Masters programs with CSU) once both written pieces are complete/passed. More information [here](#).

## PREREQUISITES

IECL Level 1 Certification provides direct access.

ICF ACC or equivalent provides access via our **Credit Transfer Policy** and a short IECL Foundations module is required.



# Graduate Diploma of Organisational Coaching and Leadership

In partnership with Charles Sturt University (CSU), IECL are delighted to offer a Graduate Diploma of Organisational Coaching and Leadership. This provides the opportunity to gain a recognised higher education qualification in coaching; advantageous as the industry continues to develop towards greater professionalism.

CSU is a highly regarded national Australian University with campuses offering state-of-the-art teaching and research facilities throughout regional NSW and Victoria. CSU is a leading provider of distance education in Australia with degree programs that serve the broader professional needs of Australia's economy.

The **Graduate Diploma of Organisational Coaching and Leadership** will be made up of four coaching subjects from IECL (Levels 1 and 2 Certification plus Narrative Approaches to Organisational Coaching Workshop and a fourth subject: **Team Coaching Level 1**) plus four leadership subjects from CSU.

Successful completion of the Graduate Diploma provides guaranteed entry (with credits) into CSU's Master of Social and Organisational Leadership.

A **Graduate Certificate in Organisational Coaching and Leadership** (two IECL subjects and two CSU subjects) is also available.

## Graduate Certificate:

### IECL SUBJECTS (TWO, BOTH REQUIRED)

Organisational Coaching Level 1 Certification\*

Organisational Coaching Level 2 Certification\*

### CHARLES STURT SUBJECTS (TWO, RESTRICTED ELECTIVES)

Plus two CSU Restricted Electives.  
Choose two from:

MGM501	Theory to Practice of Leadership
MGT549	Toxic Leadership
MGT559	Contemporary Issues in Leadership
MGT568	Difference and Leadership
MGT569	The Leadership Challenge
MGT584	Leadership in Teams

\* Any IECL course completed more than five years ago will require that you review the course and complete one additional assignment to attain the CSU credit.

## Graduate Diploma:

### TWO IECL SUBJECTS:

Narrative Approaches to Organisational Coaching\*

Team Coaching, Level 1

### CHARLES STURT SUBJECTS (TWO, RESTRICTED ELECTIVES)

Plus two CSU Restricted Electives not previously completed. Choose from:

MGM501	Theory to Practice of Leadership
MGT549	Toxic Leadership
MGT559	Contemporary Issues in Leadership
MGT568	Difference and Leadership
MGT569	The Leadership Challenge
MGT584	Leadership in Teams

\* If you completed Level 3 with IECL more than five years ago, we require that you review the course (now Narrative Approaches to Organisational Coaching) and complete one additional assignment to attain the CSU credit.

# Graduate Diploma of Organisational Coaching and Leadership

A pathway is available from the Graduate Diploma to:

## MASTERS PATHWAYS

**Master of Social and Organisational Leadership:**

Subject options available at

<http://www.csu.edu.au/handbook/handbook18/courses/MasterofBusinessLeadershipArticulatedSet.html>



Charles Sturt  
University



# Team Coaching Training Level 1

CPD

*Learn to coach high performing teams*

## What can we do together that cannot be done as individuals?

A high performing team is one that is able to function in a way that brings together the best of each of its individual contributors to create something greater than the sum of its parts.

## IECL'S TEAM COACHING TRAINING

The IECL Organisational Team Coaching Level 1 Certification course teaches you the essential foundational skills of organisational team coaching including the tools, techniques and understanding of how to conduct high performance team coaching sessions that get results. This course builds functional capability for coaching teams, and is the starting point for organisational coaches who are already working skilfully with individuals and groups. Once completed, you be an IECL certified organisational team coach.

Organisational Team Coaching helps intact teams to harness the collective potential of each of the individuals in the team, to deliver results that no one team member could deliver as an individual. Unlike individual coaching, Team Coaching occurs 'on the job'. This course will teach you the skills required to work with teams in-situ, and highlight patterns, practices and processes that are hindering the team reaching its full potential.

## WHAT IS TEAM COACHING?

Like one on one coaching, Team Coaching is a process for building increased awareness, learning and performance in intact teams. Team Coaching is more closely aligned to sports coaching than individual coaching. In Team Coaching, the coach is on the sidelines while the team is "on the field" and offering questions or observations to support the team to "play" better together, as a whole.

The benefits of this for a team that needs to lift its performance is that they are learning on the job. The Team Coach is listening to how the team works together, and intervenes when the team is displaying a habitual practice or process that isn't serving their goal. This process is disruptive by nature, and results in the team becoming more self-aware, better able to self-manage, and able to collaborate in the room to deliver on their organisational imperatives. Over six to eight Team Coaching sessions, the team begins to embed this learning, and create sustainable and permanent change.

## COURSE CONTENT

- Access to a blended learning experience that includes interactive pre and post learning, and allows you to collaborate with your peers and the theory,
- A three day experiential workshop (virtual) with experienced team coaching faculty,
- Multiple opportunities to practice and receive mentoring and feedback on your team coaching,
- Access to IECL Member networks for continuous professional development and connection with other team coaches,
- Certification as an IECL Level 1 Organisational Team Coach, and a verifiable digital badge for use in marketing.

**Duration:** Seven weeks (part-time) incorporating a workshop over three full days (delivered virtually).

Pre-Requisites: IECL Level 1 Certification provides direct access to Team Coaching Level 1

Equivalent formal coach training may provide access via our **Recognition of Prior Learning** policy and if so, a short IECL Foundations module will also be required.



You will be provided with this digital badge which can be validated, recognised and shared on social media platforms.

# Team Coaching Training Level 1

*Learn to coach high performing teams*

## OUTCOMES

At the end of the IECL Organisational Team Coaching Level 1 Certification course, you will be able to:

- Define what organisational team coaching is and the context within which it sits,
- Identify the foundational models of organisational team coaching and apply them to your coaching practice,
- Demonstrate the ICF core competencies of a team coach,
- Use interventions in team coaching to enhance team awareness and performance
- Practice team coaching,
- Construct your “team coaching toolbox” of useful models and skills,
- Evaluate your understanding and application of the skills acquired in the course through self reflection.



## CERTIFICATION

On completion of this course, you will be an IECL Certified Team Coach (Level 1). This program forms part one of two of IECL’s International Coaching Federation (ICF) **Advanced Accreditation in Team Coaching**. Part 2 will be available in 2026.

Visit [www.iecl.com](http://www.iecl.com) for details and dates.

You can use your hours of continuous coach education from Team Coaching Level 1 to apply for your next ICF credential renewal (in the past ICF said this was not possible, but have now confirmed that those hours of learning from Team Coaching Level 1 can be used to renew your ICF credential, as long as you use their “portfolio” method to apply)

Note: If you participated in IECL’s Team Coaching Training in 2022 or prior, the content has been updated and IECL require that you review the Level 1 Team Coaching course (at a discounted rate...). Please contact us to discuss.

## DELIVERY METHOD

IECL courses are delivered through a hybrid model, including online discussion forums in a social learning community, and synchronous experiential workshops, which you can attend in person in some locations, or virtually from the comfort of your own home or office. This allows you the flexibility to choose the timing and learning option best suited to your needs.



# Team Coaching Training Level 2

Team Coaching Level 2 is for coaches who have completed Team Coaching Level 1, and have been working in the role of team coach, and applying the learnings from the foundational course.

As with the jump from Level 1 individual coaching to Level 2 individual coaching, Team Coaching Level 2 builds on the skills and processes learned in Team Coaching Level 1, and focuses on the relationship and dynamics team coaches need to be aware of, and the sense of self and role required to hold this space.

Aligned with IECL's commitment to educating professional organisational coaches, and the ICF requirements of Team Coaching education, each day Team Coaching Level 2 starts with group supervision on team coaching, so you will need to bring case studies from your practice to be able to participate, and grow your confidence, competence and ethics in the role of team coach.

## COURSE CONTENT

- Access to a blended learning experience that includes interactive pre and post learning and allows you to collaborate with your peers and IECL faculty,
- A three day experiential workshop (virtual) with experienced coaching faculty,
- Multiple opportunities to practice and receive mentoring and feedback on your team coaching,
- Membership of a community of advanced team coaching practitioners,
- Certification as an IECL Level 2 Organisational Team Coach, and a verifiable digital badge for use in marketing.

## OUTCOMES

At the end of the IECL Organisational Team Coaching Level 2 Certification course, you will be able to:

- Evaluate and reflect on team coaching case studies in a group supervision setting,
- Demonstrate an awareness of team relationships and dynamics,
- Develop confidence as a team coach,
- Illustrate how to deepen trust and intimacy in the team coaching relationship, while taking relational risks,
- Develop mindful coaching presence to support team coaching outcomes,
- Construct an awareness of self, in the role of the team coach,
- Develop deeper listening skills/tools/awareness to listen for emotion, meaning, strengths and what is unsaid by the team,
- Apply interventions that are responsive to the team and what the team offers,
- Communicate team coach observations, intuitions and noticings to the team,
- Describe organisational power dynamics and their application to team coaching relationships.



**You will be provided with this digital badge which can be validated, recognised and shared on social media platforms.**

# Team Coaching Training Level 2

## PREREQUISITES

Team Coaching Level 2 training is suitable for IECL Level 2 Certified coaches who have completed IECL's Team Coaching Level 1 in 2023 or later. If you studied Team Coaching Level 1 in 2022 or earlier, we will ask that you review Team Coaching Level 1 at the review rate (75% discount). Please contact us to discuss.

You are eligible for Team Coaching Level 2 with IECL once you complete Team Coaching Level 1 and have had some practice of Team Coaching. There is a requirement to record a TC session and self-assess it against the TC competencies before TC Level 2 workshop



## CERTIFICATION

On completion of this course, you will be an IECL Certified Team Coach (Level 2). This program forms part two of two of IECL's Advanced Accreditation in Team Coaching. You will also have sufficient education in Team Coaching to earn ICF's Advanced Certification in Team Coaching credential, with further details available [here](#).

## DELIVERY METHOD

IECL courses are delivered through a hybrid model, including online discussion forums in a social learning community, and synchronous experiential workshops, which you can attend in person in some locations, or virtually from the comfort of your own home or office. This allows you the flexibility to choose the timing and learning option best suited to your needs.



# Organisational Coach Supervisor Certification



## Background to IECL's Organisational Coach Supervisor Certification

Professional organisational coaches require professional coaching supervisors to ensure they have the support required to deliver a high quality service to their clients.

IECL train coaching supervisors to global professional standards to ensure there is a good supply of high quality coaching supervisors available in the marketplace. The training design follows that of our Certifications, with online pre-work, a three day workshop on Zoom and post-work and practice sessions online to embed your learning.

Coaching supervision is a structured and collaborative process where a coach, or a group of coaches, meet together with a trained coaching supervisor to reflect on their coaching practice, share experiences, and receive feedback and support from their peers and the qualified supervisor. This practice is commonly used in the field of coaching to enhance the professional development of coaches and improve the quality of their coaching services.

## Why IECL for Supervision Training?

IECL has been at the forefront of Coaching Supervision with a peer reviewed paper on our supervision model published in 2009 in the International Journal of Evidence Based Coaching and Mentoring. We continue to forge the way for coaching supervision in the Australasian coaching industry. This program has been approved by the ICF for 39 CCEs.

Our coaching supervision course is designed to enable you to learn and develop skills for supervising (even if you don't want to become a supervisor yet).

## Prerequisites

IECL Level 1 Certification provides direct access.

ACC or equivalent provides access via our **Credit Transfer Policy** and a short IECL Foundations module is required.

**Note:** All participants must have an active coaching practice to be able to bring real and live coaching examples to this course.



You will be provided with this digital badge which can be validated, recognised and shared on social media platforms.

## Duration

Seven weeks (part-time) incorporating a workshop over three full days (delivered virtually)

# Organisational Coach Supervisor Certification

CPD

## Course Content

- Access to a blended learning experience that includes interactive pre and post learning and allows you to collaborate with your peers and IECL faculty,
- A three day experiential workshop (virtual) with experienced coaching supervision faculty,
- Multiple opportunities to practice supervision, and receive mentoring and feedback,
- Membership of a community of advanced supervision practitioners,
- Certification as a certified IECL Organisational Coach Supervisor, and a verifiable digital badge for use in marketing

## Learning Outcomes:

At the end of Organisational Coach Supervisor Certification, you will be able to:

- Identify the value and purpose of coaching supervision,
- Describe how the role of supervisor is different from the role of coach and mentor coach,
- Develop the skills to create a supervision relationship and how this is different from a coaching relationship,
- Utilise the systemic framework for effective coaching supervision,
- Determine how to listen and question like a supervisor,
- Model a process for supervising individuals and groups,
- Practice and receive feedback on your supervision,
- Interpret the ethical landscape of coaching supervision.

## You will gain:

- Membership into a community of skilled professional coaching supervision practitioners.
- A certificate in Coaching Supervision from IECL.
- CCEs from ICF (39 in Core Competencies and 11 in Resource Development)

## Delivery Method

IECL courses are delivered through a hybrid model, including online discussion forums in a social learning community, and synchronous experiential workshops, which you can attend in person in some locations, or virtually from the comfort of your own home or office. This allows you the flexibility to choose the timing and learning option best suited to your needs.



## Who is this course designed for?

Organisational Coach Supervisor training is suited to experienced coaches (working at PCC or equivalent level) and those who:

- are seeking to develop a more transformational approach to coaching and supervision
- want to offer coaching supervision on a one-to-one or group basis
- work internally in an organisation and want to support other coaches to build a coaching culture
- want to develop their coaching further but are not sure what they should do next
- want more meaningful training in reflective practice and guiding others in reflecting purposefully
- want to learn, enlighten, challenge, inspire and influence a person's way of thinking
- want to begin a new personal and professional journey with other coaches and like-minds, honing and perfecting your craft
- are considering organisational coaching as an emerging profession.

# Our Facilitators

All IECL faculty are hand-picked from a pool of highly experienced facilitators who are also executive coaches. Only the very best are then highly trained to deliver our coach training programs. They teach from their experience as practicing coaches so your training is grounded in real-life examples.



**Mandy Geddes,**

*PCC, Executive Coach and Facilitator, Head of Coach Education, IECL*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Certified Team Coach, IECL
- Master, Adult Education, University of Technology Sydney
- Grad Dip, Vocational and Workplace Learning, University of Technology Sydney
- Marketing Certificate, TAFE NSW
- Instructional Design Essentials, AITD

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- PIECL, IECL

## MEMBERSHIPS

- International Coaching Federation (ICF)
- Association for Coaching (AC)
- IECL Member

## BACKGROUND

Mandy has been coaching since 2001 and joined IECL in 2002. She is a passionate advocate for an “ask, not tell” approach to all things in life and firmly believes that all conversations can be improved by asking great questions and truly listening to the answers, rather than preparing to speak. With over 500 hours of coaching practice, Mandy is a Professional Certified Coach (PCC) with the International Coaching Federation (ICF) and a PIECL coach with the Institute of Executive Coaching and Leadership (IECL). Her coaching expertise is underpinned by decades of professional and personal experience, making her a trusted partner in her clients’ growth journeys. Mandy is passionate about training new coaches, firmly believing that everyone should learn coaching as a fundamental life skill.



**CHARITY BECKER,**

*PCC, Senior Executive Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Team Coaching, IECL
- Accredited Coach Supervisor, IECL

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation

## MEMBERSHIPS

- Psychotherapist (PACFA)
- Accredited Member, IECL (AIECL)
- PIECL, IECL

## BACKGROUND

Charity is skilled at building trusting relationships fast and working with clients in a way that is respectful, warm and challenging. Charity brings a myriad of theories and methodologies into the coaching environment so each relationship is tailored to the individual client organisation and coaching counterpart. Charity began her corporate career in the leadership, talent and culture space in financial institutions and worked on the strategy and implementation of ANZ and NAB’s executive coaching panels. Charity has facilitated programs on leadership skills, coaching skills, ethical literacy, and 360 feedback to audiences from banking and finance to retail and educational audiences.

Charity’s background has provided her with a strong ethical imperative to ensure coaching is results focused and business oriented, as well as personally challenging and rewarding for her counterparts.



**TONI BUTLER,**

*PCC, Senior Executive Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- B.Commerce (HR and Economics)
- Postgraduate Certificate Business (International business)
- Accredited Coach Training Program – ICA
- Certificate Mentor Coaching – Georgetown University
- Certificate Coaching Supervision – IECL

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- PIECL, IECL
- Human-Synergistics LSI, GSI, M/I, L/I
- Myers-Briggs Type Indicator
- Print Profile
- Global Leadership Wellbeing Survey
- KF 360

## MEMBERSHIPS

- Graduate member, Australian Institute of Company Directors
- Accredited Member, IECL (AIECL)
- International Coaching Federation (ICF)

## BACKGROUND

Often described by others as calm and challenging, Toni brings practical wisdom to her work that is informed by her many years living and working across the Asia Pacific region. Her deep experience as a coach to leaders in different geographies, roles and industry sectors, coupled with her own leadership experience working in global professional and financial services firms, enables Toni to appreciate the complexities of organisations and understand the context in which leaders must operate. Toni has designed and led leadership development programs that were designed to inspire and enhance exemplary leadership and generate collective initiatives to deliver social impact.

Toni’s facilitation has a strong coaching approach, while also utilising her skills and experience as a trainer and mentor. She believes that the wisdom sits within the collective and learning is enhanced when participants share their insights and perspectives. She is able to hold paradox and tension and to use this as a tool for learning.

# Our Facilitators



**JULIE LINES,**

*PCC Senior Executive Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Qualified Coaching Supervisor, Oxford Brookes University
- Master of Business Administration (MBA), University of Queensland
- Bachelor of Arts (Sociology), University of Queensland
- Senior Management Development Program, Mount Eliza Business School
- Mental Health First Aid (MHFA)

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- CINERGY Conflict Coach
- PRINT
- Hogan
- Hogan360

## MEMBERSHIPS

- Professional Executive Coach (PEC), Association for Coaching

## BACKGROUND

Julie has been an external faculty member with IECL since 2019. She is a successful Professional Executive Coach, engaging facilitator, ICF-registered mentor coach and qualified coaching supervisor. Combining advanced coaching qualifications with an MBA and a highly successful 25-year career in higher education management, Julie is driven by the desire to create 'better leaders for a better world'. She has a passion for enhancing leadership capability in others, for improved performance and wellbeing. Her client testimonials reflect she is a highly empathetic and supportive coach who can stretch and challenge her clients. With more than a decade of executive coaching experience, Julie has coached leaders from a wide range of public and private industry sectors such as higher education, secondary education, government, Defence and Defence Industries.



**ROB WILSON**

*PCC Senior Executive Coach and Facilitator*

## QUALIFICATIONS

- MSc (Coaching), University of Sydney
- Accredited Organisational Coach (Level Three), IECL
- Doctor of Philosophy (Chemistry) University of Oxford
- MBA, Macquarie Graduate School of Management
- BSc (Chemistry), Imperial College, London
- Mental Health First Aid (MHFA)
- Research Year (Chemistry), Università di Firenze

## ACCREDITATIONS

- The Leadership Circle
- Hogan Leadership Assessments
- Immunity to Change

## MEMBERSHIPS

- PCC, International Coaching Federation
- PIECL, IECL

## BACKGROUND

Rob is an energising person, passionate about enabling change and creating superior performance. He brings a pragmatic, solution-focused and evidence-based approach tailored to the specific needs of the business and the individual. He applies a whole of system approach to engagements and is able to work with all styles of leaders to bring out their full potential to achieve their individual goals. Rob's coaching experience includes, developmental, career, transition, skills based and remedial. These engagements span across the government, banking and finance, professional services, healthcare, construction, FMCG and retail, utilities and aviation. Rob has extensive local and international business experience having held leadership roles in Australia, Asia, Europe, Africa and the USA. He has led organisations through change, building successful teams along the way.



**RENEE HOLDER,**

*PCC Senior Executive Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Certified Team Coach, IECL
- Principles of Organisational Coaching, IECL
- B Commerce (Management), UWS
- Mental Health First Aid (MHFA)

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- Global Leadership Wellbeing Survey
- Accredited Member, IECL (AIECL)
- Hogan Leadership Assessments

## MEMBERSHIPS

- Association for Coaching
- European Mentoring and Coaching Council
- PIECL, IECL

## BACKGROUND

Since joining the IECL team in 2009, Renee has helped craft the direction of the organisation as a centre of excellence for organisational coaching and leadership development in the Asia-Pacific region. In addition to being a Faculty member, Renee is also an experienced, credentialed coach and the GrowthOps Coaching Practice Lead. As Practice Lead Renee consults to clients on coach selection and matching, coaching program management and evaluation. She also supports GrowthOps coaches to deliver impactful coaching across the region. Previously Renee held the role of General Manager, Client Relationships managing the entire function responsible for business to business relationships with corporate, government and not-for-profit clients. Renee's coaching experience includes one-on-one engagements with leaders in a range of sectors and leader levels. Often the coaching is part of a broader leadership development program. Renee's coaching and facilitation style is described as supportive and challenging with a constant focus on outcomes for improved performance and wellbeing.

# Our Facilitators



**ELAINE GREEN,**

*PCC Senior Executive  
Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Masters with Distinction. Social and Organisational Leadership (Coaching specialisation)
- Accredited Coach Supervisor, IECL
- Cert IV Training and Assessment
- Post Graduate Diploma in Marketing (CIM)
- BA Degree with Distinction, Napier University, Edinburgh, UK

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- Accredited Organisational Coach (Level Three), IECL
- Master Practitioner, Facilitator and Virtuoso Member – Journey to Coaching Mastery (7 Paths Forward; WBECS)
- Accredited Advanced Practitioner – Team Coaching (Global Team Coaching Institute):
- David Clutterbuck; Peter Hawkins)
- Certified Team Coach, IECL
- The Leadership Circle (TLC)
- LSI/GSI feedback tools accreditation (Human Synergetics)
- PERRILL Team Diagnostic
- 4 Neuroleadership Accreditation (About my Brain Institute)
- Belbin Team Roles Accredited
- DiSC

## MEMBERSHIPS

- PCC, International Coaching Federation
- European Mentoring and Coaching Council
- Accredited Member, IECL (AIECL)
- International Association of Facilitators (IAF) Federation

## BACKGROUND

Elaine's global people development, coaching, mentoring and facilitation experience ranges across the public and private sectors, commercial and not for profit organisations. Her diverse industry experience includes Education, Government, Finance, Professional Services, Retail, Energy, Telecommunications, Mining, Communication, Fashion, Sport, Health and Travel. Elaine's previous roles include 'Head of Learning and Organisational Development', and 'General Manager, Operations' with responsibilities incorporating group strategy, performance and communication, people capability, change leadership and continuous improvement.



**ANGELA LEE,**

*PCC Senior Executive  
Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Certificate for Principles of Organisational Coaching
- Halftime Institute Certified Coach & Mentor
- Drucker Certified educator
- Education: MBA, International Business
- Emeritus Postgraduate Diploma in Innovation & Design Thinking
- Certificate in Masterclass on Realising Resilience
- Certificate in Maximizing Strengths Masterclass
- Certified Team Coach, IECL

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- The Leadership Circle, Predictive Index, Discover DiSC, GENOS EI

## MEMBERSHIPS

- Member of HKIoD, HKIHRM, ICF HK Chapter PCC,
- Senior Fellow, Human Capital Advisory-The Conference Board

## BACKGROUND

Angela has over 25 years' experience in both the private and public sector as a senior HR professional with strong business acumen and proven ability as a strategic partner to various business cycles covering local, regional and international perspectives. An exceptional communicator, Angela combines strong empathy and adaptability to positively impact others at all levels and is a stout believer in the personal attributes and values of integrity, respect, perseverance and commitment. Aspiring to create a sustainable environment through employer branding, employee engagement, talent management, diversity and leadership development, Angela has also successfully led projects in culture transformation, new leaders' assimilation and company reorganisation projects. Her areas of expertise include executive coaching on leadership, change management, transformation for individuals and teams, cultural adaptation, emotional intelligence, plus executive presence and credibility. She also facilitates and consults with leaders, teams and organisations on people strategy, talent management, organisational development, human capital planning, change management and culture transformation. Angela is bilingual in English and Chinese.



**JESSICA SCHUBERT,**

*PCC Senior Executive  
Coach and Facilitator*

## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- Certified Team Coach, IECL

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- DiSC Accredited and Master Trainer
- GENOS Emotional Intelligence Accredited

## MEMBERSHIPS

- PCC, International Coaching Federation
- Business Women Australia (Head of L&D)

## BACKGROUND

Jessica's coaching superpowers are confidence and warmth enabling her to build trust quickly and being supportive yet challenging in her relationships with clients. Originally from Germany, she has led large cross-cultural teams in the real estate and education industries across Europe and Asia for the last 25 years before becoming an executive coach and facilitator in 2013. Jessica understands organisational complexities and inspires learning by sharing her experience as a people leader in different cultures. You will see Jessica using her energy and coaching in the moment skills when facilitating in the room or live online. Building trust and inclusivity is important to her in her mission for all participants to maximise their learning. She uses proven leadership models, her work is underpinned by coaching theories and she makes it all come to life by sharing stories and taking participants on a learning journey.

# Our Facilitators



## QUALIFICATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- Certified HeartMath Practitioner
- TLC
- Human Synergistics LSI & GSI

## SALOMEH DIAZ

*PCC Senior  
Executive Coach  
and Facilitator*

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- Certified HeartMath Practitioner
- TLC
- Human Synergistics LSI & GSI

## BACKGROUND

As a highly experienced executive coach, Salomeh brings more than 27 years of global experience to leadership development, behaviour change and human potential. She is passionate about helping individuals develop into great leaders. Salomeh works with senior and emerging leaders to amplify their leadership skills and drive viable and sustainable organizations whilst remaining relevant, adaptable, centred, and authentic.

Salomeh's alchemy has been described by those around her as that of being a conduit, translator, and bridge, using language and approach that links the corporate/business world with the personal development, social change, and environmental sustainability space.

Combine corporate experience, deep understanding of leadership development and organisational change space, an innate drive for self-awareness, raising consciousness, environmental and social justice together with a passion for the art of mindfulness, psychotherapy, somatic movement therapy and education, and you have met Salomeh.

Areas of expertise include: leadership and people development; behaviour change; team effectiveness; culture transformation and strategy ownership; business communication skills; face-to-face and virtual facilitation; coaching for diversity; C-suite, senior and highpotentials; and conscious business.



## QUALIFICATIONS

- Accredited Organisational Coach, Level 1, IECL
- BA, University of British Columbia
- MBA, Ivey Business School, Western University
- Meritorious Service Medal (MSM) – Governor General of Canada

## STEPHANIE TAIT

*MCC Senior  
Executive Coach  
and Facilitator*

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- Leadership Circle Profile 360° Assessment
- Facet5 Personality Assessment
- Birkman Personality Assessment

## MEMBERSHIPS

- International Coaching Federation (Toronto Chapter)

## BACKGROUND

Stephanie is a seasoned Executive Coach, Master Facilitator and Business Leader, with 20 years of experience in diverse, top leadership roles in the Professional Services, Education and Tech sectors. Equipped with recent firsthand leadership and business operating experience, she supports her clients to thrive in their new world of work. Stephanie has a wealth of work experience, ranging from working as a Senior Consultant for Oliver Wyman and Deloitte Consulting, to progressing in a global corporate training firm from a Master Facilitator for Fortune 100 companies, up to the company's Managing Director, where she successfully led the business' turnaround during the COVID-19 pandemic. Stephanie earned the Professional Certified Coach (PCC) designation from the International Coach Federation in 2010. Since then, she has coached scores of new and established leaders, from start-ups to Fortune 100 companies, to leverage the unique qualities that set them apart, and take the strategic steps necessary for them to excel in their professional lives. She partners with her clients to reflect upon their conflicting challenges, refine their goals, establish a tailored plan, and get them to where they want to be, faster.



## QUALIFICATIONS

- Accredited Organisational Coach, Level 3, IECL
- MSc Applied Positive Psychology and Coaching Psychology, University of East London
- BSc Business Administration, California State Polytechnic University
- Dip Coaching Supervision, International Centre for Coaching Supervision
- Certificate for Principles of Organisational Coaching
- Certified Team Coach, IECL
- Team Coaching Practitioner, EMCC

## BABARA

## LEE-DRAMINSKY

*PCC Senior Executive  
Coach and Facilitator*

## ACCREDITATIONS

- Professional Certified Coach (PCC), International Coaching Federation
- Hogan Leadership Assessment
- MTQ Plus (Mental Toughness) Assessment
- Strengths Practitioner
- Meditation and Mindfulness Teacher Training

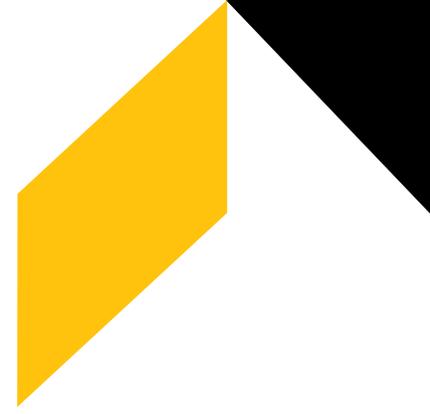
## MEMBERSHIPS

- Practitioner, European Mentoring and Coaching Council
- Association for Coaching

## BACKGROUND

Babara has over 28 years of working experience in retail, hospitality, food and beverage, marketing and advertising, public relations, conferences and events management industries. As a coach, she is passionate about helping individuals, teams, and organisations transform and flourish. She adopts a holistic approach to coaching that prioritises building rapport, trust and relationship. Babara has lived in multiple countries and is fluent in English, Mandarin, Cantonese, and conversational in Danish and Spanish. Her language skills and cultural sensitivity have enabled her to work with clients across multiple continents and diverse cultures, spanning various industry backgrounds.

# Learning Methods and Approach



As organisational coaching is drawn from multiple theories and knowledge bases, the IECL approach is to teach from a blend of theoretical underpinnings rather than follow one specific discipline. This allows developing coaches to understand breadth of practice and to have flexibility to choose from a wide range of approaches to best meet client needs.

IECL's highly experiential learning environment is a lived experience of the action learning cycle where active learning, practice and reflection on practice are key for skills development. We believe in

- a. participants understanding why a concept/skill is important
- b. a level of self direction in the learning process
- c. building on existing knowledge and experience
- d. working with real coaching from the start
- e. practical application of learning at all stages.

Examples of how IECL brings these principles to life through our teaching methods include:

**Blended learning.** IECL ensures all organisational coach education programs consist of a suite of learning activities including reading, reflection, posting a blog, commenting on others' learnings and insights, watching videos of demonstrations and subject matter expert keynotes, listening to podcasts, and live workshops delivered face-to-face or via Zoom. Workshops include a blend of content sharing / teach pieces which may include a model or framework with links to relevant ICF Core Competencies. These learning experiences are delivered in different formats along a timeline constructed to maximise learning effectiveness for the developing coach.

**Social learning.** Learning with and through others is a hallmark of our approach to integrated sustainable learning. Our organisational coach education program has many purposely designed opportunities for the participants to work with other participants, coaches, mentors and assessors to enhance and improve their overall learning experience. This commences from the participant's first interaction with one of our relationship managers at the time of initial enquiry and carries through well beyond the completion of organisational coach education, into our thriving alumni and membership communities where the social learning continues.

**Learning Styles.** In particular visual, auditory, reading and writing, and kinesthetic. Visual learners enjoy seeing how our Faculty bring the learning to life using flip charts and coloured pens (for face-to-face) or via slide decks that build (virtual delivery) with graphics and icons. Auditory or aural learners enjoy listening to our Faculty talk through a learning piece, watching a demonstration, hearing stories and examples which bring to life the concept of focus. Reading and writing preference learners enjoy the reflective time we create for them to capture their thinking in their own writing. They also enjoy our pre and post reading online and the additional reading resources we provide to accompany each core content piece. Kinesthetic learners enjoy the practice in the room or in online breakouts, the option of conducting a walking coaching session, and the stretch breaks and mind gym exercises we build into the way we teach in the classroom.

**Generative learning.** IECL considers the learners' existing experience and how it relates to the course content. Our programs include all four aspects of the generative learning process: thinking about new knowledge, comprehending through doing, feeling the impact and reflecting to integrate understanding both alone and with others.

# Learning Methods and Approach



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**Experiential Learning.** IECL workshops are highly interactive and we place a strong focus on experiential learning (learning by doing) that embeds and integrates the program content and knowledge. We follow a 70/30 rule of 30% input and 70% practice and reflective activities.

Our aim is to incorporate all of the program elements in a seamless way, activating adult learning principles, to deliver the maximum learning outcome for participants. Our facilitators use the group's collective wisdom and participants' own examples to ensure the dialogue and content is directly relevant to the learner. This helps the transfer of learning into new skills and behaviours, providing learners with real knowledge, skills and practices they immediately apply in their coaching practice.

We do this by:

- Engaging the learner in a personal way right from the start to prepare their mindset for learning
- Building the learning in a way that adults respond to naturally
- Enabling the learner to connect with the learning material in their own context
- Utilising the workshop environment for practice and feedback

## LEARNING PHILOSOPHY

IECL's objective in organisational coach education is to provide a teaching and training environment where world class organisational coaching skills are developed. IECL coach training attracts professional adult learners who respond to adult learning principles. With this in mind our learning philosophy is grounded in highly experiential learning.

We believe in

- participants understanding why a concept/skill is important
- a level of self direction in the learning process
- building on existing knowledge and experience learners bring to the training room
- working with real coaching from the start and
- practical application of learning at all stages.

Our classrooms have both synchronous and asynchronous activity and are designed to be social, for optimal integration of learning and skills, and are inclusive of all learning types and styles. We balance the needs of the individual with those of the group.

Our cross-disciplinary approach draws on a number of coaching knowledge bases, including strength based and positive psychology models.

IECL Coach Education is designed and managed in consultation with our stable of in-house coach educators, ensuring that an organisational coaching approach to adult learning is employed.

Yearly curriculum reviews are conducted by the relevant in-house IECL Faculty of coach educators, under the direction of IECL's Director, Coach Education. Each component of the training - from pre-readings onward - is reviewed and its ongoing inclusion questioned.

# Registering for Training

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[Click here](#) to register

See [www.iecl.com](http://www.iecl.com) for pricing and dates. Please contact us at [coach.training@iecl.com](mailto:coach.training@iecl.com) with any enquiries for all the courses.

Thank you.

## CANCELLATION AND DEFERRAL POLICY

IECL reserves the right to update this policy from time to time. When you register for an Interactive Virtual Class, Distance Learning Course or a Workshop, you agree to be bound by these terms.

### NOTICE:

Our Services can be Deferred or Cancelled under limited circumstances. Your time is valuable, and ours is too. Out of respect for our staff and our other clients, we ask that you give us prior notice in writing.

Verbal notification of any changes to your registered Services made to IECL staff or agents are not valid and will not be accepted. All requests for changes to your program registration by way of Deferral or Cancellation strictly must be submitted in writing prior to the Commencement Date.

For all Workshop or Distance Learning Course related enquiries, please email: [coach.training@iecl.com](mailto:coach.training@iecl.com).

Please note that additional fees may be applicable for Cancellation or Deferral of our Services where these requests are received during the time frames below prior to the program Commencement Date. Due to limited capacity in our Distance Learning Courses, Interactive Virtual Classrooms and Workshops, we request that you read the below policy carefully before submitting your request for Deferral or Cancellation.

### POLICY DEFINITIONS & INTERPRETATION:

In this Policy, unless required otherwise:

1. the singular word includes the plural and vice versa;
2. words denoting individuals or persons include corporations and vice versa;
3. headings do not affect interpretation; and
4. reference to currency or any monetary amount is a reference to Australian dollars.

**'Cancellation'** means the cessation of Services.

**'Commencement Date'** means the date of commencement of your registered online Distance Learning Course, Virtual Interactive Classroom or face-to-face component of a Workshop (whichever applicable).

**'Deferral'** means the postponement or reassignment of the Commencement Date prior to its original Commencement Date.

**'Distance Learning Course'** means an educational program or course delivered by IECL entirely online.

**'Interactive Virtual Classroom'** means the online learning environment designed to provide live interaction in learning activities between the IECL facilitator and you as a participant.

**'Services'** means IECL's delivery of Interactive Virtual Classrooms, Distance Learning Course and/or Workshops.

**'Workshop'** means programs that run over multiple consecutive days.

# Registering for Training

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Time Period prior to Commencement Date	Our Policy
Between 15-28 days:	<p><b>Cancellations:</b> a cancellation charge of 40% of the total program registration fee applies.</p> <p><b>Deferral:</b> a fee of 25% of the total program registration fee applies to deferral requests during this time frame. Please note that if a new enrolment date is not provided in your Deferral request IECL reserves the right to process your change as a Cancellation, whereby a fee of 40% of the original program registration fee will be charged.</p> <p>To rebook into a program at a later date, current market rates will apply at the time of booking, and no discounts will be honoured.</p>
14 days or less:	<p><b>Cancellations:</b> no refund of the total registration fee will be permitted during this time frame.</p> <p><b>Deferral:</b> not permitted during this time frame.</p>

## AUSTRALIAN CONSUMER LAW GUARANTEE:

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with a service, you are entitled:

- to cancel your service contract with us, and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure, you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

# IECL and Organisations

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IECL partners with individuals, teams and organisations worldwide, to cultivate adaptive, high-performing leaders who are able to thrive in today's highly volatile environment. Regarded as the premier organisational coaching institute in the Asia Pacific region, IECL trains and certifies organisational coaches, delivers coaching solutions and supports organisations in the development of their people via our highly experienced team of certified IECL Associates.

Our suite of corporate services include a range of bespoke and off-the-shelf programs:

## COACHING SOLUTIONS

Elevate your team's performance and drive organisational success with the support of an IECL coach. Employees at all levels are responsible for building culture, setting direction, managing stakeholders, and leading teams - complex and crucial work that demands clarity and focus.

IECL's highly qualified coaches have a proven track record and act as essential thinking partners to help leaders across all levels unlock untapped potential within themselves, their teams, and their organisations.

### SOLUTIONS INCLUDE:



#### Individual/Executive Coaching as well as Coaching for Specific Applications

e.g. Transition, Multi-Coaching Programs, Wellbeing, Diversity and Inclusion, Executive Health Check, C-Suite and Board, Diagnostics and stakeholder interviews.



#### Team Coaching and Development e.g. Leadership Team Coaching

Focused on collective leadership and stakeholder systems, Team Diagnostics, Team Performance Coaching and Team Coaching for Boardroom performance.



#### Group Coaching

Embed learning from leadership programs, learning transfer from workshop to workplace and peer learning groups.



# IECL and Organisations

## COACHING SOLUTIONS

### Benefits to the Individual:

- Clarity and direction
- New, innovative or creative thinking
- Self-awareness and self-regulation
- Strategic thinking and decision making
- Wellbeing and resilience
- Perspective taking capacity
- Confidence and motivation
- Stakeholder management and influence
- Accelerated transition
- Greater alignment between individual and organisational goals and expectations
- Resolving conflict
- Balance

### Business Outcomes:

Common outcomes include:

- Changed mindsets, systems, structure and culture
- Performance in individuals, teams and the organisation
- Connection and collaboration
- Impactful leadership
- Fast and effective succession or transition into critical roles
- Challenging underperformance and driving accountability
- Effectively navigate uncertainty and ambiguity
- Sound and ethical decision making
- Improved relationships of high trust



# IECL and Organisations

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IECL works with you to transform your organisation with cutting-edge leadership and coaching programs. We are thought leaders and best practice pioneers able to design, develop, and deliver impactful programs throughout Australia, Asia and beyond. Our programs are tailored to meet your unique needs, focusing on the most critical aspect of contemporary leadership—human relationships.



**Organisational Conversations Program** builds the knowledge, skills, mindset and relationships to create awareness of the impact and value of conversations.



**Coaching Skills for Leaders Program** develops coaching skills to help leaders improve the quality of self-awareness and sense of empowerment in the people they lead.



**Mentoring Skills Program** develops mentor and mentee skills to build effective mentoring relationships. Using our signature coaching approach, we put mentoring relationships at the centre of the conversation.



**In-House ICF accredited Level 1 and 2 Coaching Skills** programs can be brought internally and tailored to your organisation's context.



**Customised/Tailored Solutions**  
Using a coaching approach, IECL will tailor a program to meet your internal organisational leadership and development objectives.

For further information and to discuss your organisational needs, please email [clientsolutions@iecl.com](mailto:clientsolutions@iecl.com) and a member of the team will contact you.



## ACC Mentoring & Performance Evaluation

This is the final step in the IECL Level 1 Organisational Coach Education Pathway (ICF Level 1: ACC Journey). This course consists of one-on-one mentoring sessions and a final performance evaluation, to prepare you to apply to the International Coaching Federation (ICF) for your Associate Certified Coach (ACC) credential. As an accredited provider of ICF Level 1, IECL has been approved to 'sign off' new coaches against the minimum skills requirements based on ICF's core competencies for ACC. IECL partners with Ovida to provide quantitative/AI assisted analysis of your coaching in mentoring sessions two and three.

### COURSE CONTENT

Your ACC Mentoring & Performance Evaluation includes:

- 13 weeks of part-time participation (three sessions, approximately one month apart)
- Self-reflection and coaching practice between mentoring sessions
- Two one-on-one mentoring sessions with an IECL trained PCC mentor utilising Ovida's AI analysis of your coaching.
- Your final performance evaluation against ACC minimum requirements.

### OUTCOMES

Attain your ICF ACC credential when you have:

- Your IECL Level 1 Organisational Coach Education Pathway (ICF Level 1: ACC Journey) certificate
- 100+ hours (of which 75 hours are paid)
- Paid a fee to ICF
- Passed ICF's credential exam.

### PREREQUISITES

Prior to commencement of the ACC Mentoring & Performance Evaluation course, you are required to complete IECL Organisational Coaching Level 1 Certification and IECL Organisational Coaching Level 1 Accreditation.

### CERTIFICATION

On completion you can call yourself an IECL Level 1 Accredited Coach and an ACC candidate.





## PCC Mentoring & Performance Evaluation

This is the final step in the IECL Level 2 Professional Organisational Coach Education Pathway (ICF Level 2: PCC Journey). This course consists of one-on-one mentoring sessions and a final performance evaluation, to prepare you to apply to the International Coaching Federation (ICF) for your Professional Certified Coach (PCC) credential. As an accredited provider of ICF Level 2, IECL has been approved to 'sign off' developing coaches against the minimum skills requirements based on ICF's core competencies for PCC. IECL partners with Ovida to provide quantitative/AI assisted analysis of your coaching in sessions one and two.

### COURSE CONTENT

**Your PCC Mentoring & Performance Evaluation includes:**

- 13 weeks of part-time participation (three sessions, one month apart)
- Self-reflection and coaching practice between mentoring sessions
- Two one-on-one mentoring sessions with an IECL trained PCC mentor with PCC Marker training from ICF utilising Ovida AI for maximum input.
- Your final performance evaluation against PCC minimum requirements.

### OUTCOMES

**Apply to ICF for your PCC Credential when you have:**

- Your IECL Level 2 Professional Organisational Coach Education Pathway (ICF Level 2: PCC Journey) certificate
- 500+ hours (of which 450 hours are paid)
- Paid a fee to ICF
- Passed ICF's credential exam.

### PREREQUISITES

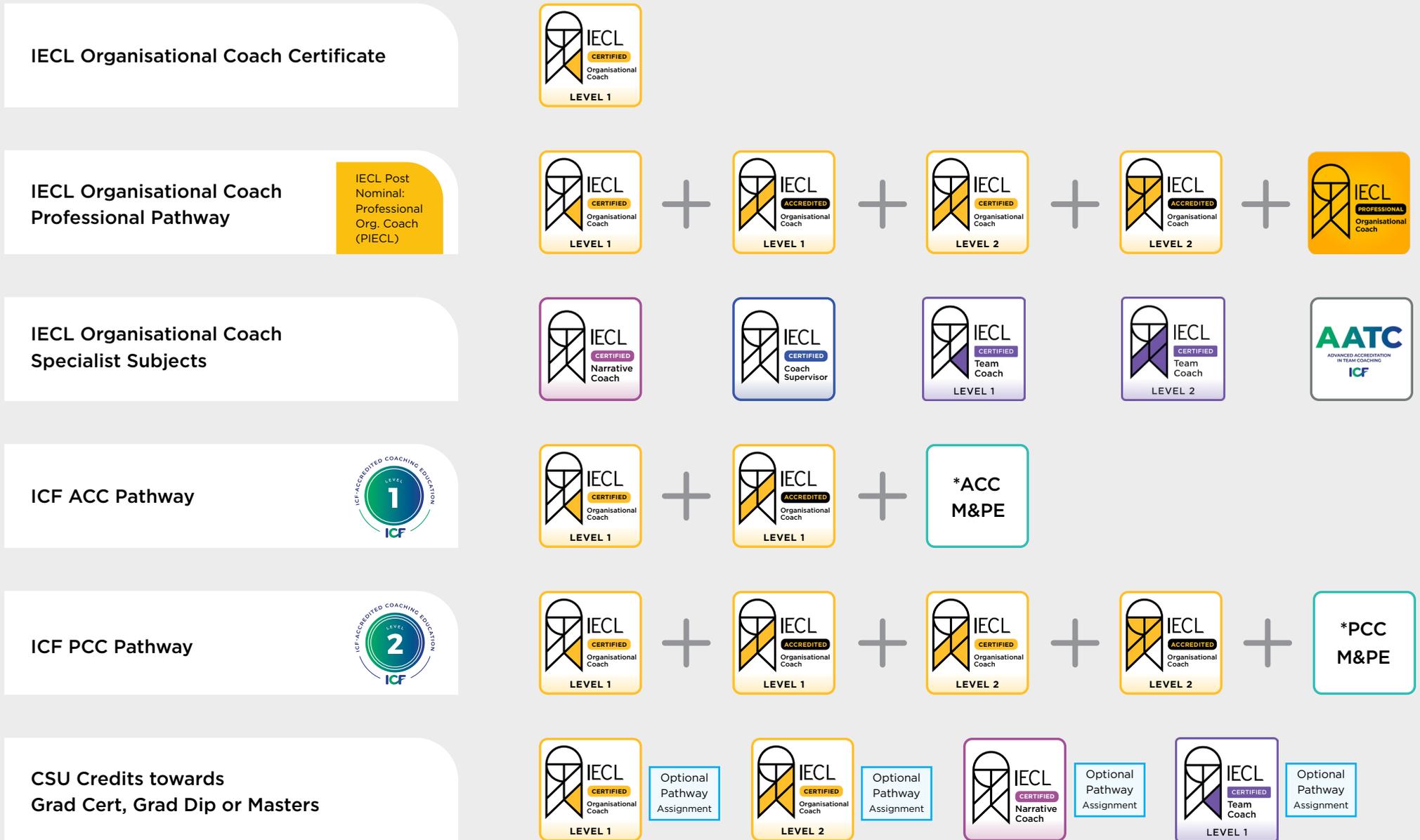
IECL Level 2 Certification and Level 2 Accreditation.

### CERTIFICATION

On completion you can call yourself an IECL Level 2 Accredited Coach and a PCC candidate.



## Pathway Options in IECL Organisational Coach Education



\* Enhanced by Ovida AI analysis of your coaching.

(X) indicates hours that are already counted elsewhere.

Credential	Path	Education	IECL Course(s)	Mentor Coaching	Performance Evaluation	Coaching Experience Hours	ICF Credentialing Exam	ICF Application Fees (USD)	Application Timeline
	ACTP/Level 1	60 credit hours*	Level 1 Certification Level 1 Accred. ACC M&PE	10 hours*: 7 group, 3 individual	Submit a recording to <b>IECL</b> at ACC level*				
	ACSTH	60 credit hours		10 hours*: 7 group, 3 individual	Submit an audio recording and written transcript to <b>ICF</b> at ACC level				
	ACTP/Level 2	125 credit hours*	Level 1 & 2 Certification Level 1 & 2 Accreditation PCC M&PE	10 hours*: 7 group, 3 individual	Submit a recording to IECL at PCC level				
	ACSTH	125 credit hours*		10 hours*: 7 group, 3 individual	Submit an audio recording and written transcript at PCC level to ICF				
	Level 3/ Portfolio	200 credit hours	Team Coaching Training Supervision Training Narrative Approaches	10 hours*: 7 group, 3 individual	Submit an audio recording and written transcript at MCC level to ICF				

OBS = observed coaching session

WFB = written feedback



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## CONTACT US

Institute of Executive  
Coaching and Leadership

Australia • New Zealand • Asia • China • India • Africa • Gulf • Europe • United Kingdom • USA • Canada

+61 2 8270 0600 (Australia/NZ)  
+65 6681 5622 (Singapore)  
+ 852 2117 8935 (Hong Kong)  
coach.training@iecl.com  
www.iecl.com