



The present and future ecology of internal coaching

**3rd International conference for internal coaches
and their internal stakeholders**



Thursday 8th October 2020

Our first virtual conference

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Pieter Vissers, Belgian Network of Internal Coaches
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Conference protocols

Please test your audio and video ahead of the conference to avoid any unwelcome surprises. We highly recommend using an ethernet connection.

For the conference to start on time, you are kindly invited to connect 10 to 15 minutes ahead of the starting time and to **keep your connection open during the whole of each session including the breaks** – the morning Master Classes and Eco Café; and each of your chosen workshops in the afternoon.

Please note that we will also restart after each break at the indicated time.

During the conference, we'll apply the following rules:

- Mute your mike when you don't speak, to avoid echoes and background noises
- Raise your virtual hand if you want to intervene and give your first name when you start speaking
- Use the chat to ask your questions and share your thoughts/feelings

Our additional recommendations for you to enjoy the conference to the fullest:

- Arrange a secure and quiet space for you not to be disturbed
- Connect with your camera except if you have bandwidth problems
- Use headphones if possible

Please note that by attending the conference you agree that we can record the conference in order to make presentations and workshops available to the participants afterwards, as well to those registered but missed the day, and that we may also use some of the recording when communicating about a future event.

Welcome

We are delighted to welcome you to the third **International Internal Coaching Conference** created through partnership between EMCC Belgium, In'Coach, the Belgian Network of Internal Coaches, EMCC France and EMCC UK.



The conference is the first of its kind to concentrate on the role of the internal coach and to be organised exclusively for those who work inside their organisations as coaches, programme managers and other stakeholders.

Being part of this conference collaboration provides a unique learning opportunity as well as a fantastic chance to network with international colleagues.



EMCC France, EMCC Belgium and **EMCC UK** are all part of EMCC, a Global-based not-for-profit, voluntary professional organisation with global reach which sets the standard for training and accreditation of professional coaches, mentors and supervisors, and coaching and mentoring programmes. Each participating country is run independently within the EMCC family.



In'Coach is the professional association for internal coaches in France, place of knowledge and reference about internal coaching for the coaches, the companies and the world of coaching. It is also a place of sharing and professionalisation for its members.

Belgian network of internal coaches is a co-operation of internal coaches from organisations building internal coaching capabilities, including Euroclear, The European Commission, the Flemish Government, GSK and Proximus.



My thanks go to our great team which has brought this conference to us: Michèle Batany, Martine Blaize (In'Coach); Luc Rossion, Philippe Kerstenne, Cheryl Cooper (EMCC Belgium); Guilaine Roullier Arduin, Dominique Soum Vergez (EMCC France); Jeremy Gomm, Rita Symons, Paul Crick (EMCC UK).



We hope you have a great learning experience at our conference!



Pieter Vissers
Chair, International Internal Coaching Conference Steering Group

Agenda

Morning 8th October (Timings are Standard European Time)

The conference will be open from 08.30 (07.30 UK) for you to log in and enjoy networking with colleagues and friends via the Chat facility. Please log in as early as possible to avoid missing the start as it will take several minutes to check everyone into the virtual space.

- 09.00** **Arrival and welcome**
(08.00 UK) **Opening remarks - from the steering group**
Introduction + rules
- 09.10** **Master Class: Guibert Del Marmol – Another world**
(08.10 UK) *Delivered in English*
- 09.10** **Simultaneous presentation**
Master Class: Liza Stead – Using internal coaching to support the Theory-U programme and to build essential leadership capacities
Delivered in English with French subtitles
- 10.00** **Break**
(09.00 UK)
- 10.30** **Master Class: Liza Stead – Using internal coaching to support the Theory-U programme and to build essential leadership capacities**
(09.30 UK) *Delivered in English*
- 10.30** **Simultaneous presentation**
Master Class: Guibert Del Marmol – Un autre monde
Delivered in French
- 11.20** **Eco Café – 3 questions to consider**
(10.20 UK) **Breakout session in groups – some English speaking, some French**
- 12.20** **Feedback from breakout sessions**
(11.20 UK)
- 12.45** **Lunch break – provided by yourselves!**
(11.45 UK)

Afternoon 8th October (Timings are Standard European Time)

14:00
(13.00 UK) **Workshops – a choice from 6 options** (in three languages)
Applying a Relational Leadership Approach in Coach Supervision (English)

Dr Lise Lewis (EMCC)

The system dimension of Internal Supervision (English)

Sophie Mercier (European Commission), Isabelle Demuynck, (European Commission) Tim Dench, (Euroclear), Petra MacDougal (Euroclear)

Group talks concept (French)

Jean-Louis Aраignous (Volvo Group)

How to implement an efficient coaching culture in an industrial Franco-Italian company (French)

Marie-Sophie Note (ST Microelectronics)

How to set up and support internal coaching (Dutch)

Pieter Vissers (Flemish Government), Gerdien Rinzema (Intercoach)

EMCC Global ISMCP accreditation and impact evaluation of developmental relationships in the humanitarian context (English)

Julie Haddock-Millar (EMCC), Holly Bennett (Médecins Sans Frontières)

15:00
(14.00 UK) **Break & networking**

15:30
(14.30 UK) **Workshops – a choice from 6 options** (in three languages)
Do coaching cultures exist and, even if they do, are they best fit for the future? (English)

Darren Whysall (Barclays Bank)

An experience – Support your organisation with coaching . . . and more (French)

Thomas Frisch (SAP Germany)

The Multiple Identities of Internal Coaches (English/French)

Martine Blaize (Eurocontrol)

Practice of Qi Gong: the link with internal coaching (English/French)

Pascal Dias (Eurocontrol)

The ethics of coaching and coaching towards ethics (English)

Helena De Clercq (Flemish Government)

Coaching in nature (Dutch)

Mieke Buyle (Natuurinvest)

16:30 (15.30 UK) **Your conference experience & wrap-up of the day**

17.00 (16.00 UK) **Close**

Master Class presenters

Guibert del Marmol

Mentor, author and speaker specialising in “the regenerative economy”

Another world



Our world seems to be at a crossroad where everything is possible . . . a collapse but also potentially a new renaissance.

What does it mean for the companies to go through these uncertain times? How to prepare deep transformations for individual and organization? How to become more resilient individually and collectively? Why internal coaching and mentoring will matter more than ever?

Those are all the questions we will address with Guibert del Marmol, former business leader specialising today in “Regenerative economy” and “Inspired & Inspiring leadership”.

For more than 15 years Guibert directed various service companies operating in Europe and also in the United States. At the age of 30, as a young business leader, a work burn-out dragged him to a hospital bed where he suffered from a very severe condition. By merging the best of our modern medicine with ancient sciences of healing he has been able to change the prognosis of the doctors.

Rather than killing him, this test marked the start of a new life, profoundly influencing his life as a man, leading businessman and entrepreneur. This experience altered his concept of the world and, furthermore, enabled him to acquire a very particular experience in the field of interactions between “mind and body”.

Since 2006, he has helped CEOs, executive boards, shareholders and family offices to develop a conscious capitalism based on the principles of shared values and noble purpose.

Today, he works as a mentor, author and speaker specialising in the field of “Regenerative” economy and Inspired & Inspiring leadership. He also co-manages the Lunt Foundation that promotes social entrepreneurship.

Living in Brussels, he’s active in Europe, in Asia and in the US. He has published two books (*Falling higher & No time to waste*) dealing with individual and collective resilience.

Active also in the academic world, he holds the chair in “Regenerative economy” at the Louvain School of Management.

Master Class presenters

Liza Stead

Co-Head Global Leadership Team | Founder of the Coaching, Mentoring and Mindfulness Centre at Rand Merchant Bank, South Africa

Using internal coaching to support the Theory-U programme and to build essential leadership capacities



Rand Merchant Bank (RMB) is a leading South African Corporate and Investment Bank with a global reach in Africa, India and the UK. For over ten years, RMB's Coaching, Mentoring and Mindfulness Centre has offered distinctive coaching support through trained Internal Coaches for individuals, groups and teams, and for bespoke development programmes.

The Global Leadership team has partnered with facilitators from the Presencing Institute since 2016 to present the *Systems Mastery* programme each year for senior leaders. Supported by internal coaches, this customised *Theory-U* programme is intended to stimulate eco-systems thinking to transform individuals and business, and address societal challenges in Africa. This is an ongoing process of experimenting with real business and leadership challenges through applying the principles, tools and practices, enabling leaders build essential leadership capacities.

This Masterclass provides insight into how internal coaching supports this Theory-U offering - developing personal and collective leadership capacities, engaging with edgy practices and broader stakeholder groups, and prototyping new ideas to effect largescale change.

During the first half of her career, Liza was involved in public relations, consulting and project management. Trained as an Executive Leadership Coach in 2004, coaching and mentoring project professionals became a key aspect of her role. She joined RMB in 2005 to run their Project Management Office, still coaching, and later joined Human Capital in 2009 where she founded the Coaching, Mentoring and Mindfulness Centre. This offering supports professional and personal development of leaders, individuals, groups and teams through internal and executive coaching, mentoring initiatives and provides a space and practices for mindfulness in the workplace. In 2019 the team merged with the leadership and culture function to form the Global Leadership team where Liza fulfils a Co-Head role offering these services to the global business.

Liza's deep passion is for the professional development of Coaches and Mindfulness Facilitators and here she's involved in training, guiding and supervising these two internal teams.

Workshops

At 14.00 (delivered in either English, French or Dutch) (13.00 UK time)

Applying a Relational Leadership Approach in Coach Supervision (English)

A role of the supervisor is to support and develop coach practice. Internal coaches may experience stronger boundary issues than independent practitioners. We know that successful outcomes from coaching depend in part on the credibility of the coach with the ability to encourage conversations based on the foundation of a learning partnership. This includes feedback exchange between both the supervisor and coach and the coach and their clients. So - what can we do to overcome times when fear interrupts the honest and transparent exchange of feedback? Evidence based research tells us that the answer lies in the robustness of the relationship.

How can we make sure that feedback strengthens rather than disrupts the quality and sustainability of effective and productive relationships? How can we address the specific challenges faced by internal coaches?

This session introduces The Relational Leadership Way, a refreshing new approach to feedback generated from evidence-based research and offering a 'way of being' informed by ten themes that work separately and together to create the conditions for positive receptivity of feedback.



Presenter: Dr Lise Lewis – EMCC EIA Accredited Master Coach and EMCC ESIA Accredited Coach Supervisor

Lise founded Bluesky International in 2000 which currently has a focus on EMCC EQA Accredited Coach training and EMCC ESQA Accredited Coach Supervisor training. Lise has been a volunteer with EMCC for over 15 years and is a past President of EMCC Global and currently EMCC Global Special Ambassador. She is a Winner of the EMCC Supervision Award 2019.

Based on empirical observations from both HR and coach practice Lise undertook a doctoral research study with a focus on improving the receptivity of feedback for both the giver and receiver. The outcome of this research created The Relational Leadership WAY pivotal to her recently published book *Relational Feedback: Why Feedback Fails and How to Make it Meaningful*.



Lise is now promoting the relational approach as a key resource in both coach and supervision practice.

The systemic dimension of internal coaching supervision: sharing experience and exchange of practices (English)

Is an internal coaching supervision scheme a convenience or a vehicle for organisational development? What are the specifics of internal supervision? What are its advantages and points

of vigilance from a systemic point of view? Can an internal supervision scheme for internal coaches support the transformation of organisations towards more authenticity, openness and cohesion?

This workshop aims to address questions and issues related to the organisation of internal supervision in an international organisation.

We want this to be an exchange of experience and to build on the “cross organisation initiative” between the European Commission and Euroclear, to explore perspectives of development for such groups.



Presenter: Sophie Mercier – Coach & Supervisor, European Commission

After 15 years of experience working with families as a mediator and systemic therapist, Sophie Mercier joined the European Commission to work in the HR department.

In 2009, she trained as a coach and since then she has been developing an internal coaching offer in her organisation. Today this offer is organised as a full corporate coaching service which co-ordinates an internal network of 60 fully qualified coaches and 20 manager coaches.

In 2017 she qualified as a coach supervisor and has launched the internal supervision programme for internal coaches which she runs with a colleague supervisor, Isabelle Demuynck. She co-leads an alignment training programme to accredit the Commission’s internal coaches for individual coaching. This year, she has launched an internal accreditation programme in team coaching for 14 internal coaches.

Sophie is passionate about the power of groups and helping organisation to go from a collection of individuals to cohesive mutually supportive teams. She works mainly with managers and management teams.



Presenter: Isabelle Demuynck – Coach & Supervisor, European Commission

Isabelle has worked in HR management and professional development since the very beginning of her career. Specialised in organisational politics and working with groups, she is recognised as Gestalt Practitioner in Organisations by the European Association for Gestalt Therapy.

She joined the European institutions 15 years ago and has worked closely with external contractors to increase the quality of service provided by external coaches in the organisation and to foster cooperation between internal and external coaches.

As a coach herself she offers support to managers, individually or in teams, to develop their posture as leaders, increase their awareness of the system they are part of and to nourish their relationships with themselves and others.

Together with Sophie, she supervises the internal coaches to develop the community and professionalisation of the coaching capacity in the European institutions.



Presenter: Tim Dench – Head of Coaching & Mentoring, Euroclear

As Head of Coaching and Mentoring, I have led the design and creation of the internal coaching capability at Euroclear since 2012. This has included overseeing Euroclear being accredited by the ILM (Institute of Leadership & Management) to deliver both individual and team coaching courses, which I co-deliver. This work has been recognised by my being awarded the 'Coaching & Mentoring Champion of the year' from the *Coaching at Work* magazine, and was featured in the Jan/Feb 2019 edition of this magazine. I am qualified in individual and team coaching as well as a Coaching Supervisor, holding a diploma in Organisational Supervision from the

Ashridge/Hult business school.

I am a firm believer in networking to share great ideas, to provide mutual support and to share best practice etc that this brings. As such, Euroclear is a founder member of the Belgian Coaching Network, which is made up of a number of blue-chip companies and government organisations.

In addition to being a governor of the EMCC UK, I am also an active member of the EMCC Professional Services Network, a group who share best practices in the UK.

Prior to my interest in coaching, I was an IT Programme Manager delivering large multi-national programmes.



Presenter: Petra MacDougal – Director, Cross divisional lead coach, Euroclear Bank, Brussels

Petra is a business and team coach with 6 years' experience of helping all levels in the organisation including senior executives and their teams to improve their performance and to positively impact their personal and team results.

In addition to her own coaching practice, Petra is responsible for managing the internal Job+ coach pool, which currently consists of 25+ coaches across the organisation.

Since 2019 Petra holds an EMCC accreditation in Supervision and provides CPD and Supervision to the coaches.

Petra is a full member of the Association for Coaching as well as a steering member of the Belgian Coaching Network. She has co-authored the book *Translating Coaching Codes of Practice* and contributes articles on coaching to 'the good coach' and *Coaching at Work* magazine.

Group Talks concept (French)

What is a *Group Talk*?

- Live conference with 4-5 speakers from the Volvo Group (sometimes also external speakers)
- Unique gathering to inspire, unleash new ideas, inform, etc
- Opportunity to develop and share valuable experiences

- Talks are filmed and available after the event

What's the format?

- Suite of short, carefully prepared talks around one specific theme
- Short length – each talk is approximately 10 minutes
- Storytelling, appealing to the heart and emotions
- A personal experience – it can be told only by that unique speaker
- Focus on the HOW more than the WHAT – the way we “did it”, the experience lived and not only the achieved result

How is an event organised?

- By Volvo Group University
- A professional coach will support the speakers during the preparation
- Can be organised by others in the Volvo Group with guidance from Volvo Group University



Presenter: Jean-Louis Araignous – Learning programme manager / Internal coach, Volvo Group University

Jean-Louis has worked for the Volvo Group for more than 30 years in different management positions. Mostly focused on competence development areas for the last 10 years, he graduated in Coaching at the University Lyon 3 in 2012 and internally approved as an internal coach for his company in France.

In addition to being an internal coach, his current assignment is Learning Programme Manager within the Leadership & Management Academy of the Volvo Group University.

Jean-Louis leads the internal coaching pool in France with around ten part-time internal coaches. He provides coaching services including individual coaching, team coaching (in particular for teams facing tough situations) and peer groups.

Jean-Louis is member of In'Coach (French association of Internal Coaches) since 2013.

How to implement an efficient coaching culture in an industrial Franco-Italian company (French)

The story of how a coaching culture has been developed at ST Microelectronics will look at the vital ingredients that helped it to form and prompt discussion about good practice that we can all share. The vital ingredients include:

- Building the coaching office
- Defining the doctrine and frame
- Developing strong alliances
- Professionalising the coaching
- Supporting diversity and inclusion

For this presentation, Marie-Sophie Note will use the approach of her mentor François Jullien, philosopher and sinologist, author of *The Silent Transformations* and *A Treatise on Efficacy*.



Presenter: Marie-Sophie Note – Head of Coaching Office – ST Microelectronics

Following the definition of ST's coaching doctrine, Marie-Sophie took responsibility for the coaching office at corporate level. As externally accredited coach, she has been director of a national leaders' board and supported leaders in various industries. She is an ST internal coach and facilitates its worldwide coaching community. She continues to grow the coaching framework and practices and to develop the ST coaching culture to the next level.

Marie-Sophie leads the Coaching Office (global coaching pool) with 17 internal coaches and provides individual and team coaching.

Her primary coaching tools and techniques are Solution Focus Approach, the Energy Project and neuro-sciences.

Marie-Sophie is member of In'Coach (French association of Internal Coaches) since 2019.

How to set up and support internal coaching learnings from the Dutch Government (The Netherlands) and the Flemish Government (Belgium) (Dutch)

For many years internal coaching deserved its place within the Flemish Government (Belgium). If we look back, different actions and others examples abroad inspired us to reach where we stand now.

In this workshop we want to share our experiences and strategy to inspire your organisation to develop a culture for (internal) coaching. Of course, we wouldn't do this without a dialogue between participants so you can leave the workshop with energy for your own organisation.



Presenter: Pieter Vissers – internal coach pool co-ordinator, Flemish Government

Pieter Vissers, is the coordinator of the internal pool of coaches within the Flemish Government (Belgium) since 2018. All managers can request coaching from one of the 60 coaches.

Pieter works for the government personnel agency and is part of the new leadership-unit which supports the development of the management within the Flemish Government.

Previously he worked in different government functions as an HR advisor, project leader on tackling teacher shortage and helping schools in programmes for career guidance for their students. For three years he also provided career coaching in his own private practice.



Presenter: Gerdien Rinzema – Programme Manager, InterCoach

Gerdien Rinzema works as a program manager at InterCoach, the expertise center for coaching of the Dutch government. Gerdien is responsible for the training to become a coach for middle managers.

In addition, she and her colleagues are responsible for the network of colleague coaches. The coaches in this network follow peer supervision and participate in the expertise programme to keep track of the profession of coach. Gerdien is also a trainer of government trainees. This group of trainees will receive a programme for two years to further develop personal

skills. Insights are used for this.

Gerdien has worked at the national government and also at municipalities and provinces. Before she developed into a coach (School for Coaching, InterCoach), she worked as a communications manager.

EMCC Global ISMCP accreditation and impact evaluation of developmental relationships in the humanitarian context (English)

The presenters share a humanitarian case study to demonstrate programme accreditation and evaluation in practice, sharing the approach, results and key learning from their experiences.

The humanitarian context

The humanitarian environment can be physically and psychologically demanding owing to differing institutional structures, economic and political instability, ethnic and religious rivalries, political complexities, insecurity and high-risk situations. This has shaped several different research strands including talent management and career development, the professionalisation of the humanitarian sector, performance optimisation, mental health including resilience, stress, burnout and retention. The role of mentors and coaches in supporting the humanitarian workforce has immense potential to positively impact physical and psychological well-being.

MSF and Coach-Mentoring

Case study background: MSF staff work in extraordinary circumstances within varying contexts, performing functions within roles, which often stretch them personally and professionally. With high turnover, and missions ranging an average of six to 12 months, managers often not only want but also need to work on their competencies while they are actively in the role to meet the demands placed on them. Coach-mentoring allows MSF, as an organisation, to retain knowledge and reinforce desired managerial traits in our staff through mutual growth and learning together. Consequently, the professional development of the coachee/mentee and their personal journey within the context of their MSF mission is the primary focus of the coach-mentoring relationships of all coaching and mentoring programmes in MSF. Coaching is also offered as a developmental support to MSF staff members.



Presenter: Dr Julie Haddock-Millar – Global Accreditation Assessor, EMCC

Julie is an Associate Professor of Human Resource Management and Development at Middlesex University Business School, Visiting Professor at the International University of Monaco, a Chartered Member of the

Chartered Institute of Personnel and Development (CIPD) and Senior Fellow of the Higher Education Academy (HEA).

She is an accredited Master Practitioner Mentoring and Coaching Programme Manager and Senior Practitioner Mentor and Coach of the European Mentoring and Coaching Council (EMCC), an EMCC Global Accreditation Assessor and Group Lead for EMCC Global International Standards in Mentoring and Coaching Programmes (ISMCP).

Julie made a transition from practice to academia in 2010, having previously been responsible for the talent management and development of a workforce of 10,000 in the private sector. Her specialist teaching areas include individual, team and organisational learning, organisational behaviour, coaching, mentoring, action learning and leadership development. Julie has led and collaborated on a number of global impact evaluations including a global impact of volunteer mentoring on young entrepreneurs in collaboration with Youth Business International (YBI) and is currently co-leading on an impact evaluation research on coaching in the context of personal and professional development at Médecins Sans Frontières (MSF).



Presenter: Holly Bennett – Evaluation & Capitalisation Manager, MSF

Holly works for Médecins Sans Frontières as the Evaluation & Capitalisation Manager of the Mentoring and Coaching Hub based in Oslo, Norway. She is an experienced evaluation specialist responsible for developing routine process for monitoring and evaluating mentoring and coaching within Médecins Sans Frontières.

Holly is also responsible for centralising and maintaining accreditations with external bodies relevant to mentoring and coaching activities.

Holly is a coach and mentor, with a Post Graduate Certificate in Mentoring and Coaching from Sheffield Hallam University, and is an EMCC Global Accreditation Volunteer and Accreditation Assessor for EIA.

Workshops

At 15.30 (delivered in English, French, French & English or Dutch) (14.30 UK time)

Do Coaching Cultures Exist . . . and even if they do are they best fit for the future? (English)

For many years now, advocates of coaching have argued that a coaching culture makes the difference in terms of improving individual performance, increasing employee engagement and revenue growth and generating an improvement in business results. The Sixth Ridler Report (2016) supports this, highlighting a number of (possible) benefits, e.g. higher engagement scores, motivation, increased productivity, capacity and happiness. The report further highlights that organisational expenditure on coaching is set to increase, an important driver being the development of a "coaching culture".

But times are changing fast. And we have some questions to answer:

- What do we mean by "a coaching culture" anyway?
- Can we really expect organisational leadership to champion coaching as the way forward?
- Are there better ways to apply coaching skills in 21st Century organisational development than to worry about coaching cultures?

In this lively and thought provoking session participants will help to explore these questions and more.



Presenter: Darren Whysall – Executive Coach and Coach Supervisor, Barclays

Darren is a highly qualified and experienced Executive Coach, Coach Supervisor, Trainer and Facilitator with more than 25 years' experience of working with people in high-pressure roles e.g. Armed Forces UK, Education and Financial Services.

Combining current studies for an MSc in Business and Strategic Leadership with qualifications in Coaching, Supervision, Education, Training, has helped Darren develop the insight and passion for helping individuals, teams identify their unique qualities and attributes in order to improve well-being, build capability, enhance team working and growth.

Outside of work his main interest is his family, Sian his partner and their 3 children Jordan, Ruby, Alexandra.

To connect with Darren on LinkedIn please click [here](#).

An experience – Support your organisation with coaching . . . and more (French)

In coaching it is like with oxygen masks in an airplane. You need to take care of yourself so you can take care of others. Here **Mindfulness** can be supportive, and we will experience it. We will also introduce other offers available at SAP.

Sometimes challenging your own assumptions helps since nothing can change if you don't change the perception you have of yourself, others and the world. Why?

Coaching is a fantastic approach for changing your life ... BUT

What can we coaches do when realizing that our coachee has insufficient or no resources left to change? But why wait until people are in a cul de sac? Sometimes one just needs an appreciative and non-judgmental listener.

We will explore possible answers and we will talk about a network of "**Référents Ecoute et Vie au Travail**" or "**Reach out – Talk to someone who cares**" at SAP in France.



Presenter: Thomas Frisch – Senior Business Coach, SAP SE

Thomas is Senior Business Coach, "Lighthouse" - coaches supporting colleagues facing stress and burnout - and is responsible for the network of "Référents Ecoute et Vie au Travail" at SAP in France.

After years in different countries, companies and roles including leadership responsibilities Thomas decided to search for a different sense and purpose in his life by becoming a coach while still serving the same company. His activities are now focused around taking care of people.

Today Thomas is offering coaching to individuals and teams, provides workshops and trainings around communication, trust, intercultural communication and resilience.

Thomas is member of College of Practitioners of Therapeutic Presence as an alumnus of the Ecole de la Présence Thérapeutique founded by Thierry Janssen.

The Multiple Identities of Internal Coaches (French/English)

Beyond the matter of well-being, beyond the organisational and cultural environments in which we, as internal coaches, operate, our ecology may well also be deeply and fundamentally rooted in how we deal with our various identities.

Many of us play that role of internal coach in addition to other business responsibilities in our professional environment, such as HR Business Partner, Manager or Union Representative. As internal coach in our company, we are also and to a certain extent, "known quantity", potentially leading clients to turn to us, possibly reassured by specific elements of our multifaceted identity, such as our nationality, our internal personal network, our situation as mother or father, or our marital status.

How do we deal with this to best effect? How do we remain within acceptable boundaries? How do we remain “united” and avoid a kind of “schizophrenia”?

Drawing on her experience with multiple hats on, Martine will illustrate through practical examples how our multiple identities may be triggered and will propose an interactive workshop seeking to answer these questions ...and others!



Presenter: Martine Blaize – Internal Coach @ EUROCONTROL Agency

Martine Blaize is an ICF accredited internal coach at EUROCONTROL, in addition to her business responsibilities as head of International Cooperation. She co-leads the EUROCONTROL Co-Development Programme.

Martine enjoys changing perspectives and exploring what’s at stake in interfaces and interactions as well as in the silence and in the space thereof.

Martine was trained in systemic coaching by Alain Cardon (Métasystème), with a complementary training in team coaching with Origyn and in Bernard Lévêque’s approach to co-development (Qréo/Syscodev).

Practice of Qi Gong: the link with Internal Coaching (French/English)

How do we as Internal Coaches cope with our constant adaptation to our environment, companies, services, peer groups, policies that we have to feel part of?

How does our body cope with these adaptations, sometime misalignments and with the emotional loads, while our context is mainly intellectual? How do we maintain our engagement? In other words, how do we take care of ourselves, find the right energy to deal with the situations we face. One answer is: activate our conscious body.

Practicing Qi Gong, literally the art of cultivating vitality is a way to be in the world, and explore consciousness to slow down, to find calm, and to concentrate. The practitioner acts on his/her energy flows (called Qi/Chi) like a musician playing an instrument. Each QI Gong movement emerges from a relaxed vacuum state as the sound/the note emerges from the silence.

The workshop will familiarise participants with the practice of Qi Gong as one way to help you care about yourself, to reinforce your presence as coach, to stay curious and focussed and become a role model.



Presenter: Pascal Dias – Internal Coach, EUROCONTROL Agency

Pascal Dias is manager at EUROCONTROL Agency and an Internal Coach since 2008. Being initially an engineer and progressively taking top management responsibilities, he placed the human at the centre of collective performance throughout his career in the technology and service industry until the year 2000.

Then, willing to evolve towards contributing to society at large, he joined the international State Agency EUROCONTROL, where he now enjoys a double role of Manager and Internal Coach for 12 years.

The ethics of coaching and coaching towards ethics (English)

As coach you have to adhere to high ethical standards. These ethical norms and values seem logical but real life situations might confront you with some tricky dilemmas. But a forewarned coach is a forearmed coach. Ethical group analysis comes to the rescue!

This method proves also useful when guiding a coachee towards ethical awareness and insights. In this workshop we will explore the possibilities of ethical group analysis to add another string to your coaching bow.



Presenter: Helena De Clercq – Integrity policy officer , Flemish Government (Belgium)

Helena De Clercq was the first Integrity Officer of the Flemish Government from 2006 till October 2010 and she recently started working again in this field as an Integrity advisor.

Helena also participates in the Integrity Office of the Flemish government to stimulate a multidisciplinary approach of integrity and public service ethics.

She is regularly invited as speaker and guest lecturer by universities and supranational organisations such as the Ghent University, EIPA and the OECD. She has written contributions on integrity for different publications to share good practice among colleagues.

Coaching in nature (Dutch)

More and more scientific research demonstrates the health benefits of spending time in nature. Coaching in Nature is a refreshing new way of coaching. We walk whilst coaching and nature is actively incorporated in each session. Inviting nature to become part of the coaching conversation adds another dimension to the process of change.

In this workshop Mieke Buyle will explain how Coaching in Nature works, what the advantages are and what her personal experience is.



Presenter: Mieke Buyle– HR Manager in Natuurinvest (Belgium)

Mieke Buyle is HR Manager in Natuurinvest. She joined the organisation in 2019. Previously Mieke worked for 20 years in different companies in HR roles.

Mieke's passions are coaching, her family and spending some time outdoors.

In 2018 Mieke followed a training on Coaching in Nature and she started working as an outdoor career coach for Natuur & Bos.

About our conference and ourselves

The International Internal Coaching Conference

Our first conference in London in September 2016 was inspired by leading coaches in corporate members of EMCC UK, including the NHS, universities and public bodies and a number of substantial private organisations. They told us that their organisations had stopped supporting internal coaches attending coaching conferences because they were generally run by, facilitated by and attracted mostly independent coaches.

There were three primary factors for these internal coaches:

- Learning tended to be directed at independent coaches
- They felt inhibited from sharing their own experience in conference for fear of being besieged by coach-mentor consultants wanting to promote their businesses
- They wanted to share with and learn from other internal coaches

When EMCC UK began to put together ideas for a conference dedicated to internal coaches, links were made to internal coaching organisations in three other countries. This resulted in the first conference being jointly organised by EMCC UK, In'Coach (France), InterCoach (Holland) and the Belgian Network of Internal Coaches.

The purpose of the conference is to share current good practice, new ideas and perspectives of the future for coaching in organisational settings, seen through the experience, imagination and aspirations of those who are living day-to-day in this internal world of coaching.

The first conference was a huge success and the steering group agreed to hold a second one two years later in October 2018. This was organised under the co-leadership of In'Coach and EMCC France and was generously hosted by EUROCONTROL at their premises south of Paris. It was again a great success. As we introduced sponsorship into our conference budget, InterCoach as a government organisation was unable to participate in organising the conference and instead became a sponsor.

The 3rd International Internal Coaching Conference was originally intended to be held in Brussels, following our plan to hold the conference in different participating countries every two years. We started organising this conference under the leadership of the Belgian Network of Internal Coaches and it was to be hosted by the Flemish Government. However, as we became uncertain about how the whole COVID 19 situation would evolve, we decided to adapt our conference and turn it into a digital one, enabling a safe environment for a larger number of participants to benefit from this learning experience.

Conference steering group

Michèle Batany



Michèle has been a part-time internal coach at Carglass France since 2010 and an external coach since 2001.

After business school, she was appointed sales director for a women's ready-to-wear company and in 1998 she became a consultant to a French firm specialising in project management for large organisations such as Total and Pôle Emploi and small companies. She has facilitated several team building sessions and training in management communications for these organisations.

In 2000 Michèle was trained as bilingual coach and team building facilitator. In 2010 she was hired as a part time (3 days a week) internal coach for Carglass France. She also works in France and England with managers and teams.

Michèle has been an active member of In'Coach, the professional association of internal coaches, since 2011 and was President of In'Coach for three years until March 2020.

Martine Blaize



Martine has been with EUROCONTROL for almost 20 years, where she has held a number of managerial positions, both in Belgium and France. Before joining EUROCONTROL, she held various advisory and managerial positions in the French Civil Aviation Authority and in consultancy firms, advising senior officials. Her experience enabled her to explore various facets of aviation, also experimenting different postures from people and project manager, consultant/advisor, trainer, auditor up to mentor and coach.

Martine is now head of international cooperation at EUROCONTROL, as well as an ICF accredited internal coach.

Martine has been an active member of In'Coach, the professional association of internal coaches, since 2015 and recently joined the bureau of In'Coach with the role of Secretary.

Paul Crick



Paul is the Founder and Managing Partner of his own leadership development consultancy, The Elevate Partnership. He is an EMCC accredited coach (senior practitioner) and has just taken up a voluntary role as Professional Development Director for EMCC, UK.

Paul has been a management consultant, coach, educator, facilitator and trainer for over 20 years working across the world with private, public and voluntary organisations for PriceWaterhouseCoopers, CapGemini and IBM.

Paul previously co-led IBM's Global Coaching Community of Practice of 4,000 coaches across 80 countries and served as an Executive Coach in IBM's

Professional Coaching Service. He has taught and coached leaders individually and in groups, both inside and outside IBM, across 22 countries up to and including C-Level Executives.

Paul lives happily in the middle of nowhere in the UK nestled in nature with his wife, Tina, their dogs (Jock and Maisie) and horse (Penny) indulging his passion for Aikido and writing music.

Jeremy Gomm



Jeremy is an experienced executive coach and consultant whose open and friendly approach is based on a foundation of practical creativity and clarity of purpose. As coach and consultant, Jeremy has worked with a wide variety of organisations including 3M, Microsoft, BT, AXA Insurance, BBC World Service, NATS, PwC and Shell. He has also worked within the public sector in the UK, notably with the NHS and local government, and with entrepreneurs and charities.

Since 2008 he has been a leading member of EMCC UK. Formerly a voluntary UK Director, he continues to lead a variety of initiatives aimed at raising the profile and quality of the practice of coaching and mentoring in organisations.

In 2019 Jeremy's work as a coach was recognised by his peers as winner of the prestigious *Coaching at Work* External Coaching/Mentoring Champion award.

An award-winning newspaper editor in a previous career, he is currently co-authoring a book on the practice of team coaching.

Philippe Kerstenne



Phil is the Past President of EMCC Belgium and still active as an EMCC Global Volunteer.

He is a systemic coach in organisation and works in EMEA countries as a freelance facilitator for a major multinational company .

Guilaine Roullier Arduin



Executive coach accredited EIA EMCC, Guilaine has a long experience in different international companies, mainly at European HQ in various positions in HR and particularly in Training and Personal Development field. She implemented internal coaching at Orphan Europe, Recordati Group, which gradually settled the basis of a future coaching culture. After 6 years as an internal coach, she decided to work on her own account as coach and trainer.

Her main interest is to prepare the future generation of leaders in an IT & multimedia Engineering School - EFREI Paris - delivering team coaching, seminars on leadership, stress and conflict management to students just before entering into the job market. Additionally, Guilaine is accompanying managers, in face to face coaching, who are in

search of their own place in the companies which face themselves the turbulences of a VUCA environment. She is also certified in supervision for coaching.

Since 2008, Guilaine has been very involved at both EMCC France and international. She was a board member for 7 years, having successively occupied the role of developing regions, Treasurer, Work group Leader Solidarity Coaching in Europe and now managing Internal Coaching group since 2015.

Luc Rossion



Luc is an experienced executive interim manager and he also coaches, especially within Belgian exporting SMEs. He studied engineering at the Liège University, got certified in Knowledge Management from the Brussels University and followed the coaching programme CT ("Coach & Team" by Vincent Lenhardt).

For the past 3½ years he has been part of the board that revitalised the association, first as president and now as treasurer and head of membership.

Besides that, he is a lucky husband, the proud father of three and grandfather of four.

Dominique Soum Vergez



Dominique is an EMCC accredited coach. She is sharing her time as a coach, speaker and supervisor, She started coaching in 2004 and is a member of the EMCC Global Ethics Commission.

As a professional she accompanies leaders and their teams. In a nutshell, she is a talent developer.

From 2005 to 2015 Dominique has been teaching coaching at Paris 8 University . She is also a specialist in mentoring .

Her favourite topics are leadership, emotional intelligence and the development of collective intelligence . She is convinced that we can combine work and well being in an ecological respect of our system.

Dominique appreciates intercultural fields and coaches in English and French. She has experienced living in Africa, Germany and Great Britain.

Rita Symons



Rita left the National Health Service after a 25-year career in health and social care. She began her career in Public Health and has worked in commissioning, policy and provider roles. During this time, she mentored staff, particularly BAME staff and was part of an internal coaching register.

Rita has held a number of board roles, including at CEO level. She left the statutory sector in 2016 and is now a qualified coach and board member of EMCC UK. She undertakes individual and team coaching, leadership development, consultancy work to the third sector and other developmental work. She also works with vulnerable women through Oxfam.

Her role on the EMCC UK Board is to better understand the needs of members, develop platforms for sharing good practice, develop the research agenda and play her part in promoting professional practice in coaching and mentoring.

Cheryl Cooper, ESIA, EIA, FRSA



Cheryl has over 25 years of international coaching experience. She is an accredited Senior Executive Coach, Team Coach and Coach Supervisor, working in English and French, based in Brussels. Her clients include international and national organisations, Start-Ups, NGOs, and corporations. She is an accredited Senior Executive Coach and Coach Supervisor for the European Union institutions and an External Assessor for internal coaching programmes. Cheryl has designed and delivered EMCC accredited coach training across Europe.

In June 2020, she was elected to the Board of EMCC Belgium and serves as Vice President.

After a career in the public sector in the UK civil service, at the British Council and at the European Commission, Cheryl founded Applied Wisdom in 2007. She works with individuals wanting to make sense of their knowledge and experience to develop themselves and organisations looking to create future-focused, knowledge-sharing workplaces. When not working, she prefers to be out walking in nature, in a museum or reading or writing a book.

Pieter Vissers



Pieter has co-ordinated of the internal pool of coaches within the Flemish Government (Belgium) since 2018. The pool supports all managers in the organisation who can request coaching from one of 60 coaches.

Pieter works for the government personnel agency and is part of the new leadership-unit which supports the development of the management within the Flemish Government.

Previously he worked in different government functions as an HR advisor, project leader on tackling teacher shortage and helping schools in programmes for career guidance for their students. For three years he also provided career coaching in his own private practice

Participating professional organisations

EMCC France

The meeting point for all those involved in coaching and mentoring, EMCC France welcomes professional coaches, mentors and supervisors who have an ethical practice as well as trainers, facilitators, consultants, HR professionals, psychotherapists and researchers.



All forms of coaching are represented, including professional coaching, life coaching, organisational coaching, intercultural coaching, integrative supervision and all kinds of mentoring including reverse mentoring.

EMCC France regularly organises conferences, workshops, symposia, think tanks and research in Paris and in the regions where EMCC is well represented. EMCC France has also been developing Solidarity Coaching since its inception.

In'Coach

In'Coach, the professional association for internal coaches in France, was launched in 2006 and today numbers about 80 members who are internal coaches or internal coaching pilots representing about 60 public organisations and private businesses.



In'Coach aims to be the reference point for internal coaching in France and to:

- be guarantor of the fundamentals of internal coaching
- be the voice of internal coaching
- anticipate change in the internal coaching
- participate in the professionalisation of internal coaches

In'Coach provides its members with a place to share and reflect on their internal coaching practice linked to organisational strategies.

Belgian Network of Internal Coaches

The Belgian Network of Internal Coaches is a co-operative involving the organisers of internal coaching at the European Commission, Euroclear, GSK, The Flemish Government and Proximus.



Members meet regularly to share information and best practice on a range of topics about internal coaching. During the year they also offer 'co-productions' of workshops on coaching methods and techniques which are open for every internal coach in the Belgian Network. It's a good opportunity to network and to improve coaching skills.

EMCC UK

EMCC UK is part of EMCC who together aim to promote good practice in mentoring and coaching. A membership community working together to maintain, influence, develop and progress high quality standards in coaching



and mentoring across the UK, EMCC UK is an inclusive organisation for different practitioners – people who enjoy coaching and mentoring alongside usual work, others who are independent, self-employed coach/mentors, or have a coaching/mentoring role as part of an organisation or who provide training and qualifications.

EMCC leads the way in standards, ethics and frameworks to aid professional practice. Its research, papers and journal attract contributions from the best in the field of coaching and mentoring. In the UK, it provides renowned continuous professional development events and offers opportunities to learn and connect through a series of regional and sector specific networks. All this is achieved through the work of dedicated volunteers – for further information, visit www.emccuk.org.

EMCC Belgium

The Belgian association ECA "European Coaching Association" was born in 2007 and joined the Global EMCC in 2014. EMCC Belgium is organised around six main axes: Membership, Communication, Accreditation, Legal, Solidarity, Events, each of them with a myriad of projects. It is an association by the members for the members.



EMCC Belgium welcomes coaches, mentors and supervisors but also their clients and partners. During the COVID-19 crisis, there was an impressive number of initiatives to help each other. More information: www.emccbelgium.org.

Book your place:

<https://www.weezevent.com/international-internal-coaching-conference-2020>

Deadline for registration: October 2, 2020 at midnight

so that we can best organise the groups and workshops.
