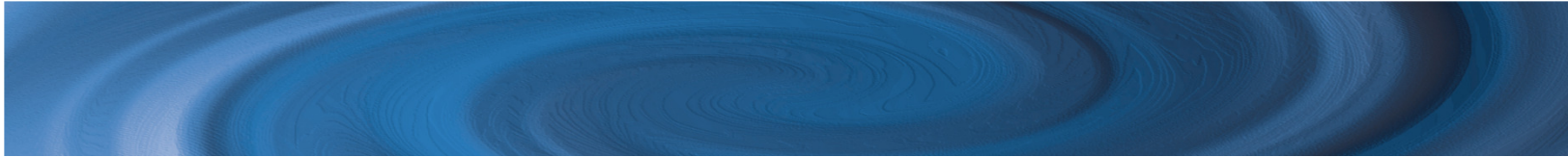




EUROPEAN SYSTEMIC BUSINESS ACADEMY

Systemic Coaching

Consulting People in a Complex World



austriancoachingcouncil

*Die Plattform der Interessensvertretung
für professionelles Coaching*



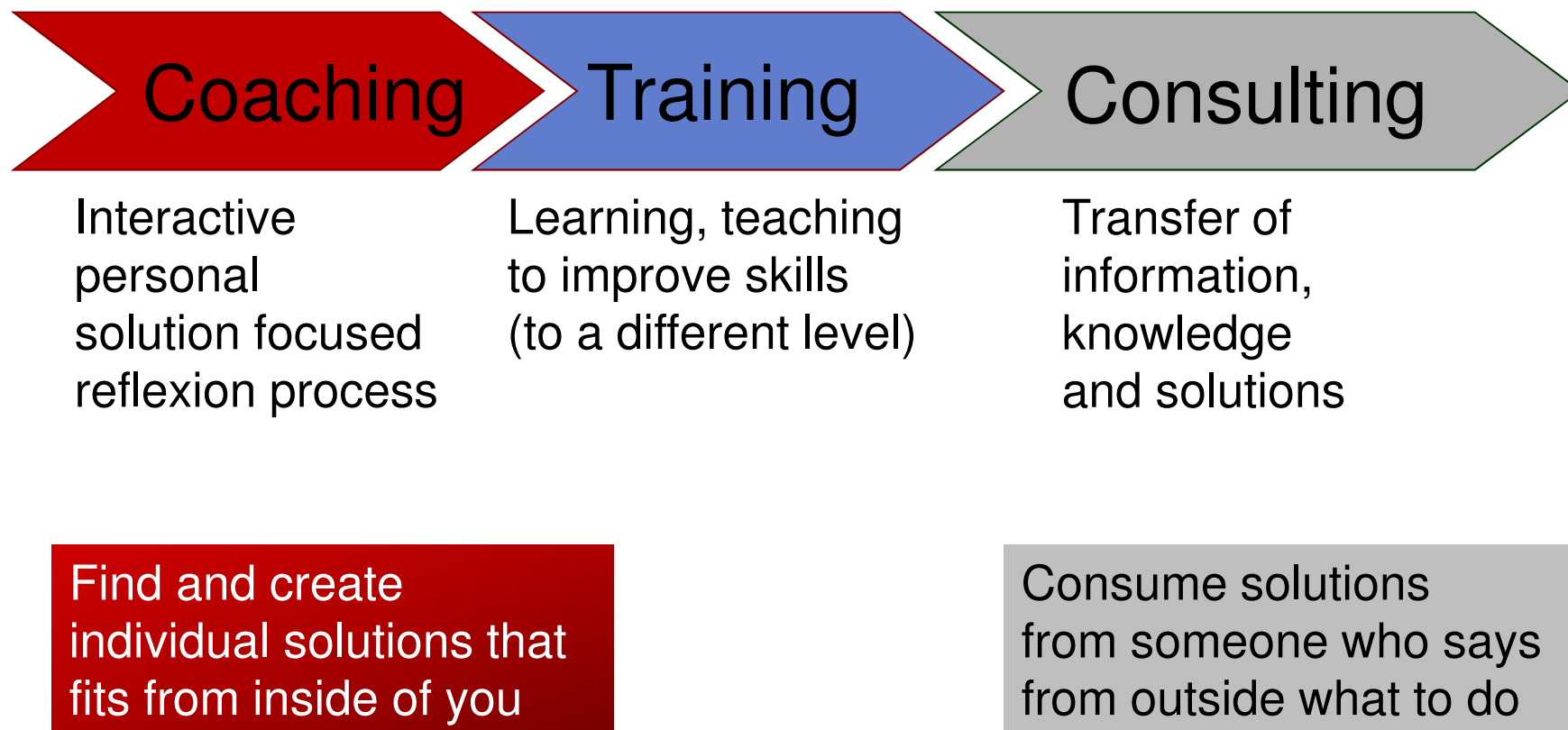
**DBVC - German Federal Association
of Executive Coaching**



EUROPEAN SYSTEMIC BUSINESS ACADEMY

**Intensive / Professional Coaching Education
Master-Programm (MSc) in Coaching**

Differences between



Consulting approaches

conventional:

- fixing and analysing
- Cause > Effect
(linear thinking)
- Expert find **the one and only right** solution

consequences:

Client needs help,
does not know about

systemic:

- Providing different views for solving the problem
- “What if..” – Experiments to create new options and possibilities
- To find **individual** solutions

consequences:

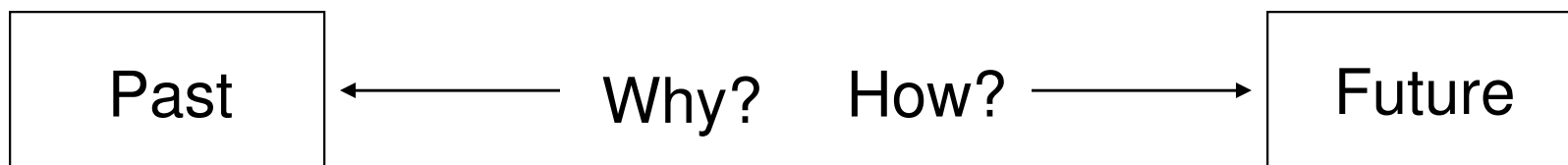
Client is competent
and able to manage himself

Problem-focused - solution-oriented

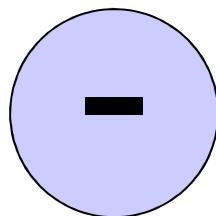
We very often talk and ask about the problem, because we want to solve it!

We rarely ask: What should be different?

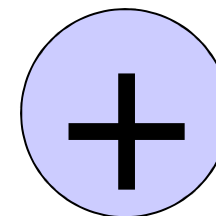
Coach switches very soon to “the bright side”

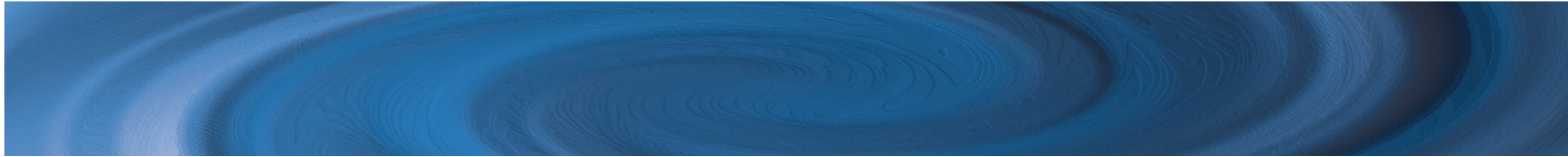


Deficy
Guilt
Critical



Potential
Ressources
Cheerleading





Business Coaching is an interactive and individual
consulting and supporting process
for single persons, groups and teams
concerning business situations
within the time and subject (result orientated) agreed upon.

Coaching happens on a sustainable relationship
which is based on voluntariness, mutual respecting and
trustfulness and which requires
cooperation on a level of the same value.

Coaching comes from

The word coach originally derived from the Hungarian village „Kocsi “ to name a carriage drawn by horses.

The driver was called coach.

Coach in English still means Train or Bus

In the late 60's it became a term in sport to name the person who leads the team or the athlete through the competition.

Not as a trainer (there is no time and place to learn in this moment!) but as a partner who motivates and helps strategically, to perform as good as the team can.

ESBA Coaching Model

The development of the „Kiel Consulting Model“ has started in the 1980s in Kiel, Germany with the University, Department of Educational Psychology and the coach of the German premier league handball team THW to test systemic-constructivist perspectives in a non-clinical sphere, under „non-therapeutic“ aspects.

The model is based on *systemic-constructivist coaching* which combines cybernetic system theory with theories of radical constructivism (Heinz v. Foerster, Humberto R. Maturana, Ernst v. Glaserfeld)

Constructivism

In the constructivist sense, knowledge is a construct, not an awareness in the traditional understanding.

Our perceived environment and the image of the surrounding world are our own creations: „reality“ is our „invention“.

We can only „perceive“ our subjective perceptions,
Knowledge can never be objective in the traditional scientific sense.

Phases in a coaching process



Goals = Defining measurable goals

Reality = Analyzing the current situation

Options = Developing alternative actions

Will = Where, When, What wishes

GROW Method by Sir John Withmore

If you know where you are headed it is easy to get there.
So, imagine a future helps you to reach it!

The customer is always the expert!

I told you –
the earth is flat!



And what
is this?

What this is?



Wow!
The earth is flat!



There is only one thing,
I am completely sure
about!

The earth is flat!

I think...



Coaching is a ...

- **cooperating,**
- **solution-focused,**
- **result-orientated and**
- **systemic process**

in which the coach facilitates the enhancement of work performance, but also life experience, self directed learning and personal growth.



Coaching moves people

- from awareness
- to responsibility
- into action and
- on to results.

Coaching is demanded ...

The knowledge-based economy requires managers to learn to act more as „coaches“ than controllers.
There role is no longer one of simply supervising and directing.

In a knowledge-based economy, a company must be more innovative to keep up with the accelerated speed of change, and its workforce must acquire the learning skills that will foster innovativeness .



Managers should approve their social skills because they have to work more with people than to manage tasks and processes.

Managers' main work is to facilitate the functioning of work teams.
Leadership means to extend personal skills to include collaboration and empowerment.



Effects of coaching

- better communication
- less conflict
- greater cooperation
- increased self-awareness
- overall better performance
- reduced staff turnover
- shared vision and stronger commitment
- better work-life-balancing



„Coaching Introduction Seminar“

input of coaching tools

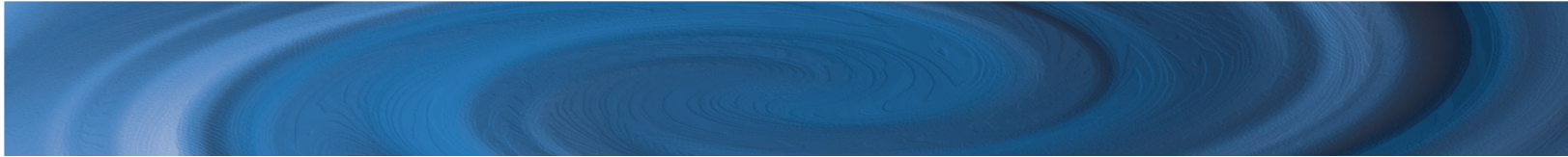
„Coaching Competence Training“

individual training concepts for companies,
2-3 days focused on coaching for managers

„ESBA-Intensive Coaching Programme“

(1. Part of Professional Coaching Masterprogramme)

„ESBA-Professional Coaching Programme“



„People want to work WITH you now - rather than FOR you!
Those are tiny words but a big distinction.
I think the command and control model is probably over.“

David Bell, Director for People, Pearson, Chairman Pearson Inc, Chairman Financial Times