

# ICF BULGARIA MASTERCLASS SERIES

ICF Bulgaria Masterclass Session №4

***“USING COACHING TO ACHIEVE  
ORGANIZATIONAL ENGAGEMENT”***

Guest Coach:



**Karen Tweedie**

Master Certified Coach (MCC)  
Australia, ICF President (2009)

**DATE: 11 May 2011**

Preparation time: 17:15 – 18:00 (Bulgarian time)

Start of session: 18:00

End of session: 19:30

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## SCHEDULE OF MASTERCLASS SESSION №4

DURATION	TOPIC	LED BY
17:15 - 18:00	<b>TIME FOR PREPARATION FOR THE CALL</b>	
18:00 - 19:35	<b>START OF THE CALL</b> <b>TOPIC: USING COACHING TO ACHIEVE ORGANIZATIONAL ENGAGEMENT</b>	
5 min	<b>Welcome notes</b>	<b>ICF Bulgaria</b>
50 min	<b>1. What is organizational engagement?</b> 2. Listening exercise in pairs – 10 minutes 3. How organizational engagement can build a <b>coaching culture</b> . 4. What types of coaching can be used in organizational setting? - Group coaching - Team coaching - 1:1 coaching - Peer coaching - Leader as a coach - Internal coaching - External coaching 5. Case study showing different styles of coaching used in improving organizational engagement, and the <b>ROI</b> achieved.	<b>Karen Tweedie</b>
18:55 – 19:05	<b>Comfort break</b>	
19:05 - 19:35	<b>COACHING DEMONSTRATION</b>	
20 min	<b>Group coaching with 5-7 participants</b>	<b>Karen Tweedie</b>
	<i>Set up – agreements on the process for this particular demo and any contracting that needs to be done, coach-client and coach/client – audience</i>	
10 min	Question and Answer Session	
19:35 –19:45	<b>CLOSE</b> <b>WHAT IS NEXT in the ICF Bulgaria Masterclass Series?</b>	<b>ICF Bulgaria</b>

## WHO IS OUR GUEST?



*Karen Tweedie* was ICF President in 2009. She holds the Professional Certified Coach (PCC) ICF credential.

Karen has 16 years of successful experience in coaching, training, facilitating and consulting. She has worked in both the private and public sector.

Karen is a facilitation and coaching professional: she is a leader, a leadership and team coach and a trainer of coaches.

An engaging presenter on all aspects of coaching, interpersonal and team communication, Karen's coaching, facilitation and training skills are based on a sound knowledge of change processes, human behavior, communication and group dynamics.

She notices where a group (or an individual) is, in terms of *commitment and involvement* throughout a process. Karen is able to show empathy and manage emotions (both her own and those of the individual and/or group members).

She believes that skilled coaching and facilitation contribute to the overall improvement of insight, understanding and ability to work toward a preferred future. In addition, it builds individual capacity to work constructively through conflict, which has flow-on benefits in all spheres of organizational and private life.

Her philosophy is that small changes lead to big changes, and that change in organizations start with change in people.

## MESSAGE FROM KAREN TWEEDIE TO THE MEMBERS OF ICF BULGARIA:

Thank you ICF Bulgaria for inviting me to join you as part of the ICF Masterclass series. Your invitation to me is a contribution to building community, connection and engagement - despite the challenges of distance and time. Our being together provides a small sample of DNA for how organizations, societies and the whole human race can do the same.

## MORE ABOUT THE TOPIC OF THIS SESSION

In order to take maximum advantage of the session, please read the following documents before coming:

“2011 Research Report on Engagement” from Blessing White.