



Action Learning Team Coaching Certification Requirements

Certification by WIAL as an Action Learning Team Coach requires participation in three two day workshops in which participants build progressively their proficiency in coaching teams engaged in: (1) Action Learning, (2) the development and implementation of an Action Learning project, and (3) reflection and writing on their Action Learning experiences. These requirements are explained below in more detail.

The three workshops that comprise the Action Learning Team Coaching Certification program include: Foundations, Certification for Action Learning Coaches – weekend 1 (CALC1), and Certification for Action Learning Coaches – weekend 2 (CALC2). In the Foundations program, which is pre-requisite for CALC1 & CALC2, participants are exposed to the theoretical as well as the practical aspects of Action Learning. Participants are given the option of experiencing Action Learning as either a participant or a coach or both. In CALC1 and CALC2 participants increase their proficiency as team coaches, learn from their project experience and receive feedback regarding their team coaching proficiency from peers and Master Action Learning Team Coaches. After Foundations and before the start of CALC2 participants are required to have engaged a group in an Action Learning project.

Certification Requirements

1) **Practice Sessions:** Each participant will:

- a) Act as an Action Learning Team Coach once during a practice session in each workshop.
- b) Observe at least once. Observers, along with a Master Team Coach, will observe opportunities for interventions and give feedback on the effectiveness of the intervention made by the participant who is practicing and developing skills as an Action Learning Team Coach.

2) **Homework assignments:** Action Learning coaches must be prepared to handle behaviors disruptive to the Action Learning process. Since these behaviors are not likely to be observed during the training process, written homework assignments will be given prior to the CALC1 and CALC2 sessions that will challenge participants to reflect on and prepare responses to a variety of “what-if” situations. These responses will be discussed during CALC1 and CALC2.

3) **Papers:** Participants will complete a 3 – 5 page paper describing an Action Learning project. Each paper may describe one of several phases of the same project or different projects. We suggest the session(s) being reported on for the first paper occur after CALC1 meeting, and the second to occur after CALC2. To be considered complete a project must reach at least the stage where the Action Learning Team defines and develops plans for implementing solutions.

The papers will include:

- A description of the Action Learning project
- A description of how Action Learning was introduced to the organization
 - For example -
 - how the sponsor was approached
 - how participants were selected
 - how participants were trained

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- A description of how Action Learning was introduced to the team
- Answers to the following questions:
 - What challenges did you encounter while completing the project or during the action learning session?
 - How did you address them?
 - How could you have better addressed them?
 - What were your most powerful learnings?
 - What did you learn about yourself as a coach?
 - What did you learn about the power of Action Learning?
 - What did you learn about your team?
 - Was the problem presenter helped?
 - What actions will the presenter take?

During CALC1 and CALC2, time will be reserved for participants to discuss the challenges they are facing with their projects and to gain insight from fellow participants and the Master Coach on alternative ways to understand and address their situations.

For CALC1, the “what-if” scenario homework will focus primarily on the mechanical aspects of the Action Learning sessions. For CALC2 - the “what-if” scenario homework will focus on the deeper, systemic aspects of Action Learning.

Assessment of Proficiency

Assessment of a participant’s Action Learning Team Coaching proficiency will consist of a combination of the observations of the Master Coach and observer(s). A coach must demonstrate proficiency for all elements of the certification instrument, as observed over CALC1 and CALC2. A participant who is not rated as proficient by the end of the final session will be afforded an opportunity to join another cohort for a single session to gain more experience and proficiency.

“What if” homework will be assessed on a pass/fail basis for each question. Participants will be offered the opportunity to redo any questions they did not pass.

The two papers on the Action Learning project will also be assessed on a pass/fail basis.

Annual Requirements

Certification is considered current for a period of two (2) years. To renew your certification status you must:

- 1) Submit proof of having coached an Action Learning Team project during the prior year. This proof will take the form of a brief written description of the project to Dr. Bea Carson bea.carson@wial.org AND
- 2) Participating in the annual WIAL forum (or other WIAL sanctioned event), WIAL’s version of continuing professional education.