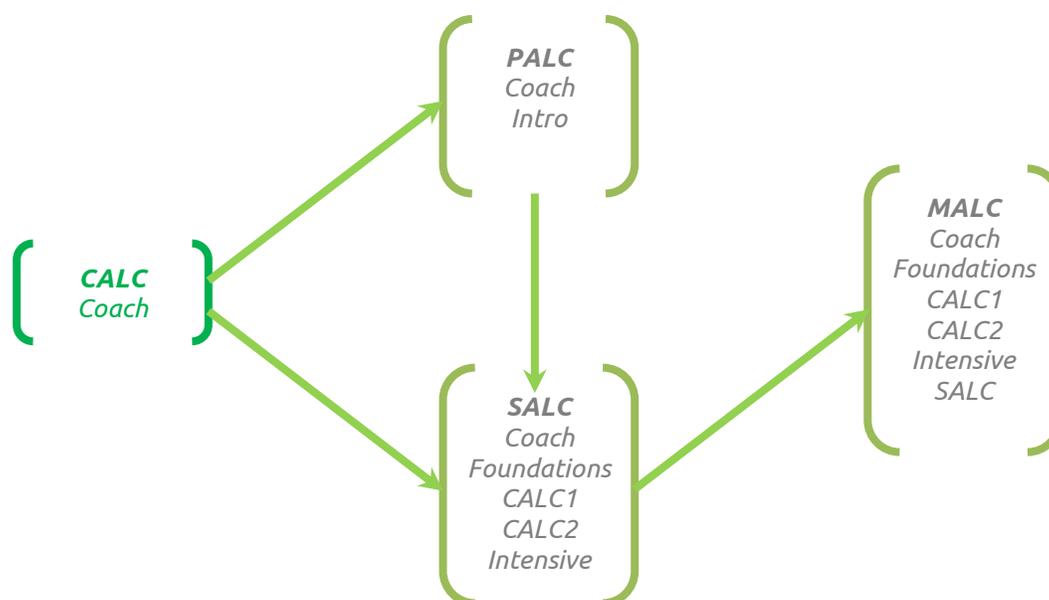


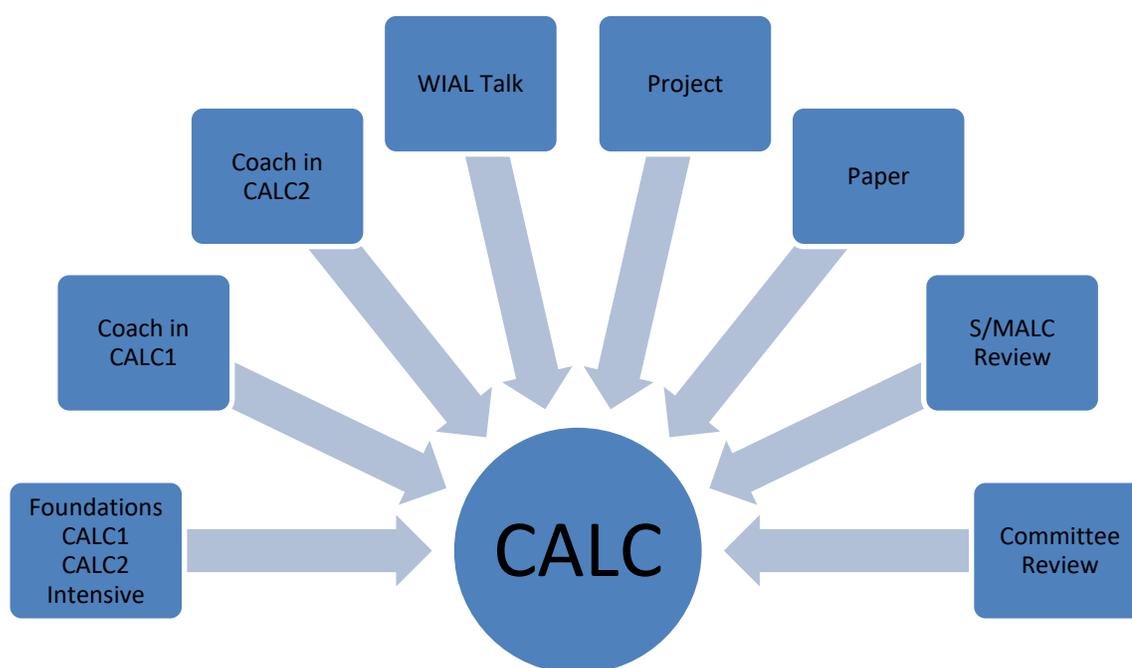
Certified Action Learning Coach Certification Requirements (CALC)



Certification by WIAL as an Action Learning Team Coach requires participation in three two day workshops (or an intensive program that covers all the coursework and practice) in which participants build progressively their proficiency in coaching teams engaged in Action Learning and the development and implementation of an Action Learning project. The requirements are explained below in detail.

The workshops that comprise the Action Learning Team Coaching Certification program include: Foundations, Certification for Action Learning Coaches One (CALC1), and Certification for Action Learning Coaches Two (CALC2) or an intensive program that blends the three programs to one.

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 a participant and/or a coach. 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 the session lead. All CALC sessions are led by a Master Action Learning Coach (MALC) or Senior Action Learning Coaches (SALC).



Certification Requirements

1) E-Learning

a. Complete the e-learning course on the WIAL portal. The course consists of 7 chapters of micro-learning modules.

b. Submit the following assignments to your WIAL instructor:

b.1. Pre-work assignment 3: Describing a problem: Describe two personal or professional problems that you could present during a single problem or multi problem action learning session.

b.2. Pre-work assignment 5: Asking great questions in pre-work assignment 3 you've described at least two problems. Look them up in your Assignment Document and construct 10 powerful questions you might ask if these problems were discussed during an Action Learning session.)

b.3. Pre-work assignment 6: Developing leader skills: Explain how you can practice this skill in your current work, as well as in the role of participant in Action Learning.

2) Practice Sessions (CALC1 & CALC2):

Each participant will:

a) Act as an Action Learning Team Coach once during each workshop (twice if done as an intensive program).

b) If team sizes allow, participants will observe at least once. Observers, along with the session lead, will observe opportunities for interventions and give feedback on the

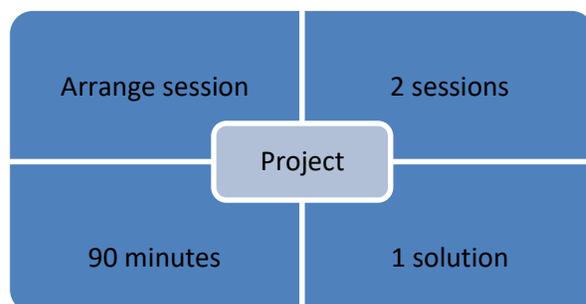


effectiveness of the intervention made by the participant who is practicing and developing skills as an Action Learning Team Coach.

3) **Paper:**

Participants will complete a paper describing an Action Learning project where they are the primary interface for engaging the client. The paper may describe phases of the same project or different projects.

To be considered complete, a project must reach at least the stage where the Action Learning Team defines and develops plans for implementing solutions.



At a minimum:

- The participant will have arranged for the Action Learning project (s).
- Conduct a minimum of 2 sessions (either different teams or different days).
- Each session will be a minimum of 90 minutes.
- At least 1 session will reach the solution phase.

Note:

- If the first session reaches the solution phase, a second project must be arranged for the second session.
- If it takes more than two sessions to reach a solution, the project is not complete until the final session.

A SAMPLE PAPER IN THE REQUIRED FORMAT IS AVAILABLE ON THE WIAL WEBSITE.

Header format:

<ul style="list-style-type: none"> Name Foundations date and lead CALC1 date and lead CALC2 date and lead 	O R	<ul style="list-style-type: none"> Name Intensive date and lead
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Paper Format

1. Introducing Action Learning

1.1. *To the organization*

- 1.1.1. How the sponsor was approached
- 1.1.2. How participants were selected
- 1.1.3. How participants were trained

1.2. *To the team*

1.2.1. Process

1.2.2. Leadership Skills

2. Action Learning project(s) Description

2.1. Problem presented (session1, session 2)

2.2. Problem After Consensus (session1, session 2)

2.3. How the Problem Presenter was helped (session1, session 2)

2.4. Actions to be taken (session1, session 2)

3. Learnings

3.1. Challenges encountered completing the project:

3.1.1. How did you address them (session1, session 2) ?

3.1.2. Upon reflection - how could you have better addressed them (session1, session 2) ?

3.2. Intervention opportunities:

3.2.1. How did you address them (session1, session 2) ?

3.2.2. Upon reflection - how could you have better addressed them (session1, session 2) ?

4. Reflections about your team (Team Learnings):

4.1. Leadership skills

4.2. Individual learnings

4.3. Team learnings

4.4. Organizational learnings

5. Reflections (Personal Learnings)

5.1. What did you learn about yourself as a coach?

5.2. What did you learn about the power of Action Learning?

6. Testimonials (Optional)

6.1. Team members

6.2. Client / sponsor / Organization

7. WIAL TALK (5 scenarios and responses copied from the blog)

7.1. Scenario 1

7.2. Scenario 2

7.3. Scenario 3

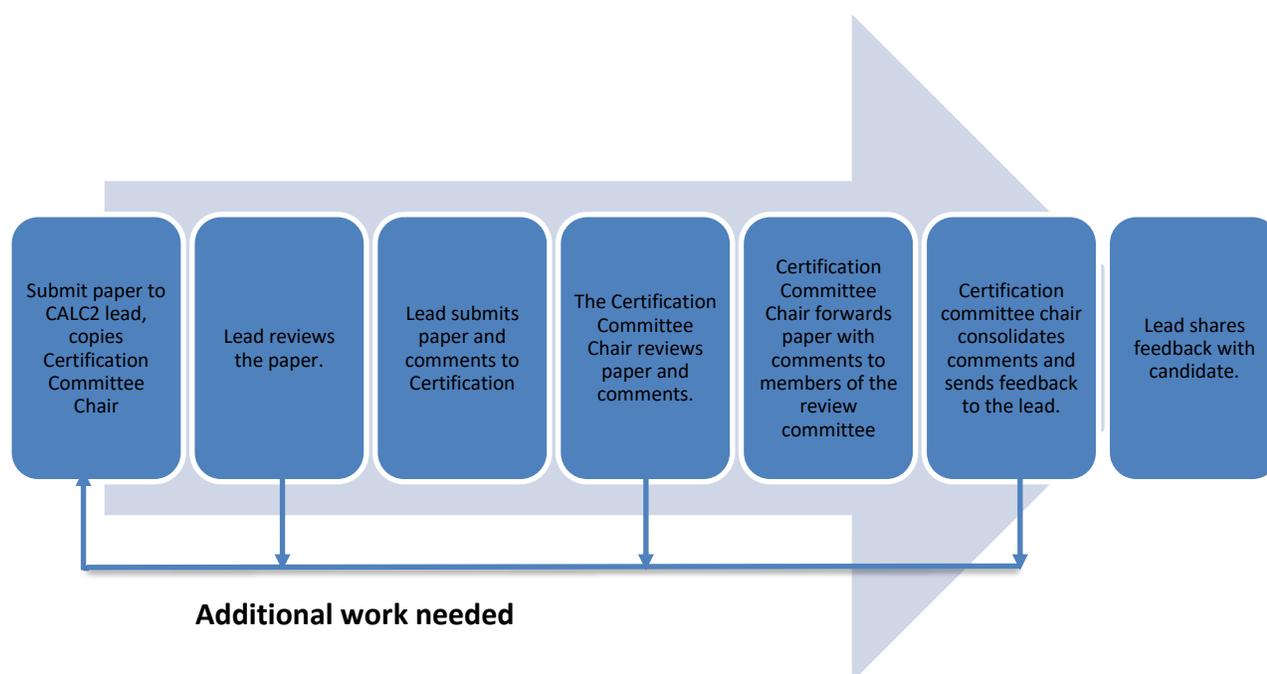
7.4. Scenario 4

7.5. Scenario 5

Expectations:

- *Incomplete responses will result in the paper being returned for completion.*
- *Papers not following the given outline will be returned for rewrite.*
- *Papers are expected to be 5 – 7 pages. Papers exceeding 10 pages will be returned.*
- *The key to a quality paper is the reflections and learnings.*

Paper Submission/Review Process



Certification Advisor – is a SALC or MALC in a country that has been approved by the certification chair to receive and process CALC submissions within a country. Countries where an in country certification advisor has not been approved, will submit their papers to the WIAL Director of Certification.

Feedback will either be:

- That the candidate has met the requirements for certification and any tips the committee notes while reviewing the paper;
- More information is needed – typically something is missing from the paper; or
- Another session needs to be run (including the submission of another paper) in order to enhance the skills before meeting the requirements for certification.

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

session lead on alternative ways to understand and address their situations. For those that attend an intensive session, a conference call will be arranged for participants to discuss any questions that have come up, particularly, in terms of the project.

3) “What-if” scenarios will be posted to the WIAL Talk Blog. Certification candidates are expected to post to the WIAL Talk Blog. Candidates are encouraged to respond to many scenarios, with a minimum of 5 responses being required.

To register for the blog go to www.wial.org, select WIAL Talk (under Action Learning), select register. You will receive notification of when new scenarios are posted. Feel free to read what is there. Contribute to the discussion even if it is to agree with how someone else proposes handling the situation.

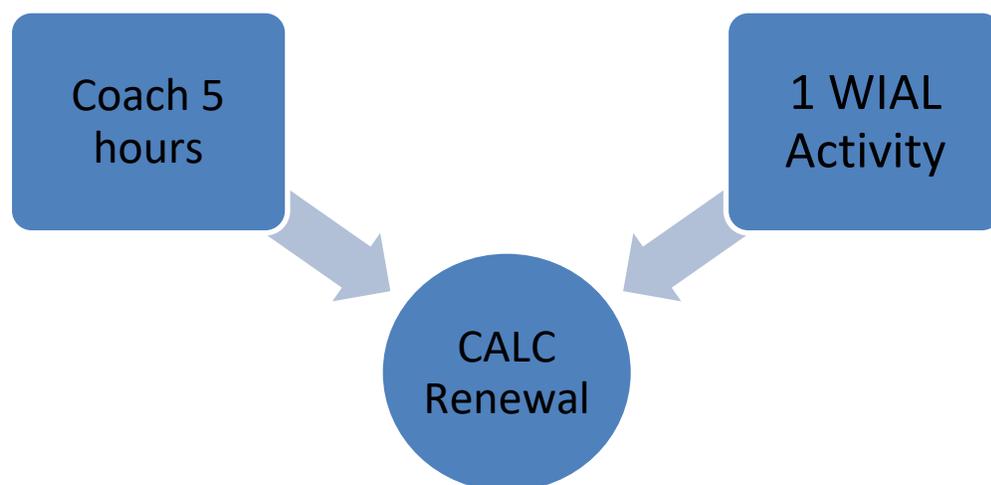
Projects must be completed within one (1) year of completing the final class. If a paper has not been submitted within the one (1) year period the candidate must refresh their learning either through an approved course or shadow coaching.

Assessment of Proficiency

Assessment of a participant’s Action Learning Team Coaching proficiency will consist of a combination of the observations of the session lead 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 CALC class, or the option of shadow coaching to gain more experience and proficiency.

The Action Learning project paper and the responses to the “what-if” scenarios will be used as an element of the proficiency assessment.

Renewal Requirements



Certification is considered current for a period of two (2) years. To renew your certification status you must complete the application online to include:

- a. Submitting proof of having coached a minimum of 5 hours of Action Learning during the prior two years. This proof will be sent to the Director of Certification (certification@wial.org) and take the form of:
 - a. A short write up of a project that can be used in the WIAL newsletter.
 - b. A testimonial from a team member or client that may potentially be used in marketing material.
 - c. Note – if confidentiality requires that names or organizations be withheld – please indicate this with the submission.
- b. Completing at least one (1) WIAL volunteer or continuing education activity from categories 1,2 or 3 below (for example, Lead or Coach a Pro bono session):

Category 1:

- Participate in global, regional or local WIAL Seminar
- Volunteer in affiliate board or committee
- Publish research/publication
- Volunteer in global board or committee

Category 2:

- Lead or Coach Pro bono session
- Conduct presentation (for example, for a workgroup)
- Lead other WIAL Program (for example, Leading with Questions)

Category 3:

- Contribute to the newsletter or write an action learning blog
- Participate in refresher
- Participate in COP

Recertifying CALCs after the expiration of their credentials

1- CALC certification has expired within 2 years

Any CALC will be able to renew their certification by meeting the standard requirement within 2 years of the expiration of the certification by completing **Standard Requirements For Renewal Of Certification (see details above)**

2- A CALC certification has expired for more than 2 years

The expired CALC will need to **update knowledge on Action Learning**. We offer 2 options :

Option 1: Complete the E-learning course on the WIAL portal and submit all the assessments to Certification Director- The course consists of 7 chapters of Micro-learning modules. You only need to complete the 9 assignments from chapter 1 to 6 since you already went through the certification process.

Option 2: Have one AL session audited by a S-MALC. The S-MALC will need to complete the Competencies Observation Checklist and give their recommendation to approve the recertification. The S-MALC may recommend to attend a CALC certification program (or at least part of) as a refresher. The fee will be agreed between the coach and the instructor.