

(NLP) COACH:

Administration, organization & business operations
Mission / vision of the program

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BASIC INFORMATION

Hours: 175 hours – training (5 modules, each 4 days – 130 contact hours), coaching practice, group and individual mentoring (10 hours – contact hours), evaluation of coaching skills (integration days/exam, 2 days – 12 contact hours)

Location: Ljubljana (in case of covid-19 restrictions the course will be delivered online)

Language: Slovene

Approach: The programme is based on the experiential learning approach which means that theoretical input is supported by the practical elements throughout the training

Number of observed sessions per student: 6 (4 written feedbacks)

Mentoring hours per student: 10 (7 hours of group mentoring, 3 hours of one-to-one mentoring)

Students evaluation forms: interim one after Modulu 3 and final one after Modul 5)

Class materials: Manual

Additional source for students (self-study): E-platform with additional materials on coaching (articles, researches, case studies, audio and video materials, self-study tasks) and forum for internal communication amongst students and with the trainers outside face-to-face training:
<https://solazacoache.teachable.com/>

Contact information:

E: danica@glottanova.si

T: 01/ 5200 674

M: 041 742 748

F: 01/ 5200 676



ADMINISTRATION, ORGANIZATION & BUSINESS OPERATIONS

General Disability Policy

Our goal is to create a learning environment which meets the needs of each individual participant. We are able to accommodate a variety of learning disabilities to make our program more accessible. Please contact our program manager (Danica Šprah, danica@glottanova.si) before enrolling to determine if your needs can be met.

Non-Discrimination Policy

It is the policy of Glotta Nova that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment. Participants who wish to report discrimination are encouraged to follow the grievance policy outlined below. Glotta Nova will promptly investigate all claims and reports of inappropriate conduct

Grievance Policy

Glotta Nova seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program manager within 10 days. The program manager will review the issue and talk to the student within 10 days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.

If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Glotta Nova's general manager Aleš Stemberger (ales@glottanova.si) for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written or oral response will be provided to the participant within 14 days. All appeal decisions are final.

Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

Attendance

- In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor and/or program manager immediately. You will be expected to complete the session materials and complete coaching sessions outside the live session to make up for the missed sessions. In total you are allowed to miss 20 hours of the face-to-face course sessions.
- If you need to miss more than 20 hours of the course, you will have the option to attend one of the next courses at Glotta Nova to complete the missed hours of the course, typically in the following year.
- All group and individual mentoring sessions are mandatory (10 hours). If you miss mentor coaching, you will need to arrange for individual mentor coaching sessions with Glotta Nova mentor coaches to complete the required 10 hours of mentor coaching.
- In case of postponing your mentor coaching sessions for more than a year after completing face-to-face part of Level 2 Coach Education, you will need to arrange mentor coaching at your own expense to satisfy the International Coaching Federation 10-hour mentor coaching requirements.
- In order to complete Level 2 Coach Education it is also necessary to attend 2 days of integration i.e. performance evaluation sessions.
- Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor(s) and program manager.

Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in course activities, including dialogue with the course instructor, experiential learning exercises and in-between modules assignments and peer coaching sessions. If you are unable to participate in an activity, please inform your instructor as soon as possible. Please refer to the code of conduct below for additional details.

Code of Conduct

Participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions, mentor coaching sessions, in-between modules peer-coaching sessions and assignment, as well as integration days i.e. performance evaluation sessions.
- Having your camera on for virtual live sessions, a quiet space for interactive work and a stable internet connection.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving yourself in discussions and activities, assuming responsibility for your learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of your fellow participants and instructors, including silencing your cell phone, not texting, and other disruptive behaviours.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

Partial Completion Policy

Glotta Nova will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received. If you are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please contact program manager Danica Šprah at danica@glottanova.si no more than 90 days after the course has ended. Please include details about the course in which you were enrolled, the number of credit hours you are seeking, and any additional relevant information. If approved, you will receive a certificate of credit from Glotta Nova indicating the number of training hours completed.

Payment/Fees Policy

All registrations are secured on a first-come, first-served basis.

Possibilities of participation fees payment:

- In case of full payment of the participation fee prior to the beginning of the course we offer 5% discount.
- Up to 5 monthly instalments available for self-funding individuals.

All payment will be in euros.

Refund Policy

Refund Policy

Cancellation of the course can be made at any time prior or during the course. Cancellations made prior to the course are eligible for a full refund. Cancellations made during the course are eligible to a pro rata amount of the prepaid fee.

Written notice of cancellation shall be effective on the date the withdrawal is received by Glotta Nova. Refunds will be made within 10 business days following receipt of cancellation or withdrawal requests.

Registration Modifications

Modifications of course dates must be completed at least 14 business days before the program date. Modifications to registration, including substitutions of participants or transfer must be made prior to the course. Participants may contact Glotta Nova to modify their registration at danica@glottanova.si. Course changes will be allowed prior to the beginning of the course as long as there are spots available.

Transfer of Credit Policy

At this time, we are not able to accept partial course credit from other organizations or programs. Even if you have completed a Level 1 program, you must enrol for the entirety of a Level 2 program. Individuals with questions about this process should contact Danica Šprah at danica@glottanova.si.

Illness Policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course sessions. If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor and/or program manager immediately. You will be expected to complete the session materials and coaching sessions outside the live sessions to make up for the missed sessions. In total you are allowed to miss 20 hours of the face-to-face course sessions.

If you need to miss more than 20 hours of the course, you will have the option to attend one of the next courses at Glotta Nova to complete the missed hours of the course, typically in the following year.

All group and individual mentoring sessions are mandatory (10 hours). If you miss mentor coaching, you will need to arrange for individual mentor coaching sessions with Glotta Nova mentor coaches to complete the required 10 hours of mentor coaching.

In case of postponing your mentor coaching sessions for more than a year after completing face-to-face part of Level 2 Coach Education, you will need to arrange mentor coaching at your own expense to satisfy the International Coaching federation 10-hour mentor coaching requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor(s) and program manager.

MISSION / VISION OF EDUCATION & LEARNING PROGRAM

Our mission and vision for being a coach education provider

Glotta Nova is an international training centre specialised in soft skills, leadership trainings and coaching. Our mission is to serve organisations and individuals in their aim to achieve professional and personal excellence. The core values that support us in pursuing our mission are knowledge, professionalism, integrity, creativity and flexibility as well as innovation and personal approach.

We are fully aware that excellence is not only reflected in the prosperity of an individual or organisation itself, but also in the social responsibility of an individual/organisation in the global context. Therefore, an important part of our mission is also to inspire and enable individuals and organisations to act in the best interest of their environment for common good and to contribute to the sustainable development of the society as a whole.

As a coach education provider, we serve individuals to achieve excellence by supporting them in development of coaching mindset and coaching competences which are reflected in their professional and personal growth. We are committed to provide the highest standards of our coach training program and to support continuous development of coaches and coaching profession in Slovenia and globally, through collaborative partnering and ongoing learning.

Our learning philosophy that guides delivery and program management

The learning philosophy of our education program stems from the principle that shifts and systemic changes in the society and in organizations are conditioned by changes in individuals. Every change arises from experience. The recognition of the need for change is certainly the first necessary step towards accomplishing it.

Accordingly, the methodology used in delivery of our program is based on experiential learning. In essence, experiential learning means learning by doing. However, there is more to the process. Not only do participants interact in the learning environment or other context outside the training setting as appropriate, but they also reflect on, learn from, and take new action based on experience. David Kolb describes experiential learning as a four-part cycle:

- The learner has concrete experience with the content being taught (coaching demonstrations, hands on activities with discussions, sharing experience and views).
- The learner reflects on the experience by comparing it to prior experiences.
- Based on experience and reflection, the learner develops new ideas about the content being taught.
- The learner acts on his/her new ideas by experimenting in an experiential setting (coaching practice in pairs or in triads; coaching practice outside training setting with peers).

In the process of knowledge transfer and knowledge management within the program all four cycles of learning are being observed.

The program (NLP) Coach (Accredited Coach Training Program – ACTP, at present) combines theoretical, experiential and applied principles. Individuals participating in the program are provided with the skills specific to the program objectives in a supportive and creative environment which gives energy also for personal breakthroughs.

We offer face-to-face training in person or online, as well as a combination of in person and online trainings that allow participants to interact with the instructor(s) or colleagues, in a group (at the training) or in one-on-one setting (in a mentoring process).

Delivery of a program can be additionally adjusted to the group's needs in line with the objectives of the program. As such, it meets specific needs participants encounter in their daily life following a principle of tailor-made programs.

We believe that the key to success of every training program lies in meeting the requirements of the participants which motivates them for learning and self-development, as well as stimulates them for taking initiative for further professional development.

Motivation to become a coaching education provider

Having offered personal growth and professional development trainings (based on neuro-linguistic programming) since 1992, Glotta Nova has acquired a wide-ranging experience in creating change in individuals and organisations. For more than two decades we have also been involved in delivering training programs for development of coaching skills and coach specific trainings for different target groups (leadership trainings, trainings for internal coaches, peer coaching programs, coaching skills for educators etc.) Throughout our practice as a training provider we have used coaching support in order to empower participants as learners and as members of organizations they belonged to.

Feedback that we had received from our participants and the organisation, as well as from their clients showed to us, how valuable and important coaching competencies were for them. We could observe that coaching mindset, skills and competencies were supporting their business and professional excellence as well as their personal growth.

Based on experience in long years of practice we have learned that coaching approach is essential learning tool in adult education as growth and effective transfer of knowledge can only be achieved through personal involvement and full immersion of a person as a whole into the learning process. By using coaching as learning methodology at our trainings (at softs skills or leadership trainings) in addition to other methods, we could witness that participants were more likely to transfer the new skills into their everyday life and that their learning process often led to their personal »transformation« as well.

We developed Coach Specific Training Program "NLP Coach" already in the year 2003 as an integral part of our mission of supporting organisations and individuals in their aim of achieving professional and personal excellence. The program later evolved in the 175-hour Coach Training Program (NLP) Coach and was first accredited by the ICF in 2012. Glotta Nova was the first organisation awarded the accreditation – ACTP (Accredited Coach Training Program) for our comprehensive coach specific training in Slovenia, which for us was a great honour and it is a responsibility to keep up giving value to our clients and ensuring the highest quality training with a lasting impact to every generation of coaches attending our program.

We believe that coaching as a mindset and a set of competencies is essential for inspiring and supporting continuous development of individuals, teams, organisations and communities, and that it can ultimately lead to ensuring prosperity to our society as a whole.