



**Coaching turns  
“maybe” into  
“possible”.**



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Developing people,  
transforming  
organizations

**Progress Consulting**'s mission is to help organizations meet their strategic challenges by providing support covering

both cultural changes  
(behavior, attitudes,  
mindset)

and structural changes  
(strategic positioning,  
organization and  
processes).

**Progress Consulting** was born in 1996 in Liège. Today, we are active in several European countries and deliver our services in French, Dutch, English, German, Italian, Luxembourgish and more, in sectors as varied as mass distribution, banking, insurance, industry, the public sector, charities, etc.

This catalogue introduces you to our coaching school. Progress Consulting also offers training, consultancy and Talent Management to help you achieve your transformation goals.

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## OUR STRENGTHS

### Over the past 25 years, Progress Consulting

has become the specialist in team development and organizational transformation in the fields of training, coaching, consulting, talent development and digital technology.

#### The profession of the business coach

consists of co-managing with the client the release of their potential to **maximize their sustainable growth** towards **greater autonomy, awareness and responsibility**.



It became clear to our organization that only a coaching school geared towards our customers would enable us to go even further in transforming individuals and teams in terms of their expertise, their soft skills and their future.

The values we support: learning, development, responsibility, discipline, commitment, contribution, quality, fulfillment & enjoyment

## Our community of coaches



Find out more about our team at [www.progressconsulting.be/fr/lequipe](http://www.progressconsulting.be/fr/lequipe)







# Coaching certification courses

What makes our coaching training unique is the alternation between theoretical input acquired at your own pace via distance learning and intensive face-to-face practice to measure your ability to integrate both the tools and the coaching posture.

## The teaching team will consist of:

ICF-certified coaches & supervisors (MCC & PCC),  
ICF-certified coach trainers for 15 years in ACTP/ICF coaching schools.

ICF-certified referents/assistants and business coach practitioners.

## Our courses:

Level 1: "COACH NOW"

Level 2: "TOMORROW COACH"



## Level 1: “COACH NOW”



**Adopt the attitude of a corporate coach to sustainably develop individuals and teams.**

**The “COACH NOW” coaching certification program offers a unique training course for coaching all company employees based on the 8 ICF coaching competencies.**

In the midst of a constantly changing professional environment, one of the main challenges for managers, supervisors and team leaders is to be able to support their organization through sustainable transitions in order to stimulate potential and improve individual and collective performance. This course will help you to acquire the basic coaching tools needed to develop an inspiring and stimulating view of yourself, develop new awareness and understand the functioning of the surrounding systems.



### Target audience

Operational audiences such as supervisors, managers, team-leaders, executives



### Duration

- 5 days of classroom training
- 16 hours of learning in Digital Learning by Coaching Academy
- 2 hours of individual coaching (mandatory for possible ICF certification)
- Supervision (mandatory for possible ICF certification)

### Learning objectives

- 01** Creating a constructive approach to human relations
- 02** Understanding yourself better in order to become more autonomous in your choices
- 03** Adopting a new way of connecting with others
- 04** Developing your know-how to establish your coaching skills

### Teaching method

- Learning sessions immediately accompanied by practice and coaching exercises
- Self-diagnosis and mutual feedback sessions
- Demonstrations performed by ICF certified coach trainers
- Digital capsules for knowledge acquisition and validation
- Practical and intensive training exercises

### Educational program

- Definition of coaching
- The ethics of coaching
- The basics of active listening
- Managing blanks
- Connecting with others
- The calibration
- The powerful questioning
- Reformulation
- The structure of a coaching interview: GROW model
- Feedback
- Friendly confrontation
- The structure of beliefs
- Conceptual bases of tools from: NLP, transactional analysis, neurocognitivism, communication process, appreciative approach, mindfulness.



## Level 2: “TOMORROW COACH”



At the end of this 2nd Level, the “TOMORROW COACH” training will allow you to embody the qualities of a professional coach in a credible, legitimate, stimulating and nourishing way.

A particular focus will be placed on the development of the 8 skills of the ICF (International Coaching Federation)

After successfully completing the Level 1 “COACH NOW” course, activating your new coaching skills, you will now continue your training in Level 2 to develop your coaching skills, enabling you to motivate your teams on the long term and allow new latent leadership talents to emerge.



### Target audience

Sales managers wishing to structure their approach to remote customer management.  
All account managers or client portfolio managers



### Duration

- 6 days of classroom training
- 20 hours of learning in Digital Learning by Coaching Academy
- 2 x 2 hours of individual coaching (mandatory for possible ICF certification)
- Supervision (mandatory for possible ICF certification)
- 3 hours of certification (mandatory for possible ICF certification)

### Learning objectives

- 01 Deepening the coach’s soft skills following Level 1
- 02 Acquiring advanced coaching relationship tools
- 03 Sustainably engaging teams and developing new leaders
- 04 Releasing hidden potential within teams

### Educational program

- Advanced active listening practices
- Circular questioning
- The precise structure of a coaching interview
- The dramatic triangle
- Identity
- Values
- The transformation of beliefs
- We will choose from a range of powerful coaching tools inspired by techniques such as NLP, transactional analysis, neurocognitivism, process communication, appreciative approach and mindfulness.

### Teaching method

- Learning sessions immediately accompanied by practice and coaching exercises
- Self-diagnosis and mutual feedback sessions
- Demonstrations performed by ICF certified coach trainers
- Digital capsules for knowledge acquisition and validation
- Practical and intensive training exercises



## TRAINERS



### Patrick Zacharis

Head of Business Unit Coaching & Coaching School (Coaching Academy by Progress CAP)



**Coaching certifications:** ICF (International Coaching Federation) certified MCC coach with more than 3,000 hours of corporate coaching | ICF (Mozaïk International France) certified supervisor | Coach certification @The Coaching Square | Team coaching certification @The Coaching Square | ROOT&GROW program trainer for The Coaching Square school | Advanced practitioner on the BLOOM program - The Coach's identity @The Coaching Square.

**Other Certifications:** NLP | Process Communication® | INSIGHTS Discovery® | Appreciative Inquiry® & Appreciative Management | Mindfulness Practitioner | MBSR (Mindfulness Based on Stress Reduction).

**Other Expertise:** Individual/team coaching | Collective managerial coaching | Training and supervision of Coach Change management | Leadership | Assertiveness | Communication with impact | Stress management | Talent and potential development.

Languages: French, English



### Patrick Russo

Co-director of the Coaching School (Coaching Academy by Progress CAP)



**Coaching certifications:** ICF (International Coaching Federation) certified MCC coach with more than 2,500 hours of corporate coaching | ICF certified supervisor (Mozaïk International France) | Coach certification (Nova Terra) | Team coaching (The Coaching Square) | ROOT&GROW program trainer for The Coaching Square school.

**Other Certifications:** Insights Discovery® | Neurocognitivism (INC Certified) | en VIP2a | Appreciative Management | Process Communication.

**Other Expertise:** Individual/team coaching | Collective managerial coaching | Coach training and supervision | Brain switch trainer | Leadership | Communication with impact | Assertiveness | Stress management.

Languages: French, Dutch, English.

## TRAINING FACILITATORS



### Natacha De Prins



**Certifications in Coaching:** Professional Certified Coach ICF (International Coaching Federation) with more than 2500 hours of corporate coaching | Coach Certification @The Coaching Square | "Understanding, Diagnosing and Treating Parental Burnout" Certification by Isabelle Roskam & Myra Mikolajczak

**Other Certifications:** "Toscane Accompagnement Belgique" certification to support leaders towards a more lively and human approach | Certified in Collective Intelligence and Participative Governance by Guy Veny / The Enablers | TMA Pro certified.

**Other Expertise:** Individual/team coaching | Support for managerial or other groups | Well-being management | Stress management | Leadership | Assertiveness | Communication | Resistance, annoyance and conflict management | Talent and potential development.

Languages: French, Dutch, English



### Martine Croisiau



**Coaching certifications:** ICF (International Coaching Federation) certified Coach with more than 2,000 hours of corporate coaching (team and individual coaching) | Coach certification @ The Coaching Square.

**Other Certifications:** INC to Fundamentals of Neurocognitivism | Certified IMCM, in Change Management (HEC) | Process Communication Management | SEB (Self Emotional Balancing)

**Other Expertise:** Transactional Analysis | Mental Mode Management | Cardiac coherence | Mindfulness and Stress Management Tools | Individual and Team Coaching | Leadership Foundations and Advanced Leadership Trainer | Talent and Potential Development | Deep Business and Organizational Knowledge | HR Strategy Consulting

Languages: French, Dutch, English





# Coaching reinforcement training

1. The team coach in “TEAM-CATALYST” mode
2. Holistic systemic coaching
3. Enhanced team coaching
4. Coaching and the neuro-cognitive approach
5. Coaching with Process Communication
6. Coaching with the appreciative approach
7. Team coaching through art
8. Team coaching using horses

# The team coach in “TEAM-CATALYST” mode



## Discover the key drivers of transformative team coaching: moving from being a team coach to being a team catalyst.

Team coaching is a specialization in group process management. Individual preferences and dynamics, emergencies, issues left unspoken and protections are invisible levers that consciously or unconsciously affect the way a team operates. The posture of the team coach combined with resilient, stimulating and innovative processes frees up communication, connects individuals, facilitates teamwork and contributes to high-performance collaboration. Supporting your teams in their ongoing development and drive towards sustainable performance.



### Duration

From 2 days (“Fundamentals”) to 4 days (“ADVANCED”)



### Target audience

- Managers, HR specialists, project managers, team leaders
- Specialist coaches wishing to specialize in supporting groups

## Learning objectives

- 01 Transforming a group of individuals into a living team
- 02 Creating a climate of trust and security within the team
- 03 Aligning and engaging a team across all its diversity
- 04 Developing the quality of being from the invisible to the visible
- 05 Unleashing individual and collective potential

## Educational program

- The 5 key points of the manager’s role.
- Introduction to the managers’ reciprocity law.
- Discovering the key behaviors required to be a good manager.
- Role playing: dealing with difficult behaviors and different personality types.
- Maslow’s pyramid: from corporate survival to achievement.
- William Marston’s social styles model (DiSC®)
- Achieving the goal: establishing yourself in 100 days.
- Managerial agenda.
- Individual vs collective, formal vs informal balance.
- Setting up an individual action plan.

## Teaching method

- Learning sessions immediately accompanied by practice and coaching exercises
- Self-diagnosis and cross feedback sessions
- Demonstrations performed by ICF certified coach trainers
- Digital capsules and knowledge confirmation
- Coaching & supervision

## Educational Manager



Patrick Zacharis



# Holistic systemic coaching



**Deploy the potential of your teams through a systemic reading of the interactions between the individual and his environment, taking into account the globality of situations and interactions between its various members.**

Systemic intervention aims to introduce change into human systems, whether organizational, institutional or social. Since a symptom or problem is considered to have a function within the system, in a particular context and at a given time, the aim of systemic intervention is to consider the skills and resources available

in the context of individuals. Developing the sum of interpersonal and behavioral skills supported by the adoption of practical tools to develop professional practice will amplify the collective quality of the desired results.



## Duration

4 days



## Target audience

supervisors, team leaders, internal coaches with practical experience of team dynamics

## Learning objectives

- 01** Bringing a systemic perspective to complex issues at the level of a team and its organization
- 02** Differentiating between technical problems and development issues
- 03** Recognizing the different living systems within your organization and acting accordingly with an influential, inspiring, and challenging attitude
- 04** Overcoming resistance in order to find broader responses that will enable the group to resume activity in a sustainable way

## Teaching method

- Learning sessions with practical exercises. Extensive work on active listening, communication, metacommunication and powerful questioning. Explorations of symptoms, paradoxes, beliefs, needs, and emotional processes, among others.
- Digital capsules and knowledge confirmation
- 2 hours of individual coaching + ½ days of supervision

## Educational program

- The 4 levels of active listening
- Circular communication and meta communication
- Systemic questioning that opens perspectives and orients towards strategies
- Team functioning and dysfunction patterns according to Lencioni & Tuckman
- The Leader's position in a systemic perspective
- Avoiding the pitfalls of the dramatic triangle
- Limits and boundaries that reframe the different territories
- The art of paradox and systemic reflection

## Educational Manager



Patrick Zacharis

# Enhanced team coaching



**Explore new perspectives of collaboration through team coaching for a renewed ambition: rethinking collective work.**

**Discover how to energize multidisciplinary teams by combining living systems and the VUCA environment.**

3 major steps and choices need to be made today in order to develop the know-how, soft skills and the future relating to the different leadership models, as well as to involve employees even more in a process aimed at unlocking their potential: approach the VUCA world with agility, regulate yourself to better regulate others, and create projective tensions.



## Duration

3 days (Basic) to 6 days (Advanced)



## Target audience

Managers, supervisors, team leaders

## Learning objectives

- 01** Seeking out and creating new interests to establish effective, stimulating and lasting habits and routines
- 02** Applying winning strategies from other familiar environments to your day-to-day professional life
- 03** Turning collective intelligence into a managerial opportunity

## Teaching method

- The learning sessions are immediately accompanied by hands-on exercises.
- Combination of self-assessment, discussion and group analysis sessions.
- Demonstrations performed by ICF certified coach trainers.
- Digital capsules and knowledge confirmation
- 2 hours of individual coaching + ½ days of supervision

## Educational program

- The rules of efficient operation: VUCA vs vuca, CYNEFIN, Covey, Lencioni
- Subjective realities and implicit/explicit territories
- Systemic co-development
- The dynamic spiral
- Self & Co Regulation
- Brain agility
- Consistency of delegated roles
- Links & connections
- The principles of the appreciative approach
- Overcoming the Ego, provoking the Echo and cultivating the Eco.
- We will choose from a range of powerful coaching tools inspired by techniques such as NLP, transactional analysis, neurocognitivism, process communication, appreciative approach and mindfulness.

## Educational Manager



Patrick Zacharis



# Coaching and the neuro-cognitive approach



**The Neurocognitive approach facilitates awareness of the brain mechanisms involved in behaviors acquired through our experiences.**

Coaching with the neurocognitive approach opens up new perspectives on the triggers for decision-making and their behavioral consequences for your coachees. As with other variants of coaching approaches, this one focuses on the here and now.



**Duration**  
2 days



**Target audience**

- Coaches
- Mediators
- Facilitators
- HR managers

## Learning objectives

- 01** Understanding decision-making mechanisms and models through sustainable and balanced behavior
- 02** Defining which brain governance is the driver in a given situation
- 03** Working on the plasticity of needs and objectives
- 04** Managing new coaching tools with the neurocognitive approach
- 05** Switching from automatic to adaptive mental modes

## Teaching method

- Gathering knowledge and putting it into practice
- Digital capsule
- 2 hours of individual coaching using the NCA-approach
- Sharing individual experiences

## Educational program

- Encouraging a shift in mental modes
- Working on stress with a “clinical” approach
- Acquisition of ANC-specific coaching tools
- Understanding over-adaptation and over-investment mechanisms
- Avoiding bad governance interventions
- Targeting avoidance and compensation strategies
- Activating other intelligence resources

## Educational Manager



Patrick Russo

# Coaching with Process Communication



**Learn how to develop an adaptive and effective communication style as a coach to unleash talent and boost individual and collective potential.**

The quality of the relationship and communication between coach and coachee is one of the key factors in the success of a coaching program.

The Process Communication model applied to coaching promotes good self-awareness, which in turn promotes and stimulates a relational effectiveness based on awareness and confidence. The appropriation of the different concepts around 6 universal perceptions (logical thinking, opinion, emotion, action, imagination and fun) makes it easier for the coach to carry out the various stages of impactful, inspiring and stimulating coaching.



## Duration

1 day



## Target audience

Operational audiences such as team leaders and managers.

## Learning objectives

- 01** Identifying the personality structure of the coachee in order to interact smoothly and impactfully with him/her in a coaching dynamic
- 02** Using the appropriate communication channel to question the coachee
- 03** Identifying and developing the coachee's sources of motivation
- 04** Identifying the early signs of tension/ stress in the coachee
- 05** Regulating yourself with regard to the actions and reactions of the coachee and the people he or she is interacting with
- 06** Managing the stressful behavior of the coachee and the people he or she is interacting with

## Teaching method

- Alternating between presentation of concepts, exercises and real-life situations
- Specific coaching case studies provided by participants
- Exercises based on typical situations shown on video
- Development of the "PCM Profile" prior to training
- Summary memo card and simplified diagrams containing all the concepts

## Educational program

- Distinguishing between what is said and how it is said.
- Integrating the 6 Personality Types into communication and questioning
- Knowing how to use the essential rules and the right channels of communication
- Varying different modes of perception for each Personality Type
- Satisfying psychological needs to create sources of motivation
- Identifying the warning signs of tension or emerging conflicts
- Intervening on the 3 levels of stress
- Recognize the signs, attitudes and behaviors indicative of stress for each Type

## Educational Manager



Patrick Zacharis

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# Coaching with the appreciative approach



**“Individuals and organizations thrive when people see the best in themselves, when they share their dreams & concerns in a positive way, and when they bring their voices together in one direction to create not only new worlds, but better worlds.” David Cooperrider.**

Appreciative Inquiry is an approach that focuses on strengths and what is already working well in a team, an organization, a system or for an individual.

The “appreciative coach” approach, based on seven assumptions that common sense, statistics, organizational sociology and neuroscience confirm more and more each day, enables innovative solutions to be found through stimulating and sustainable individual and collective support.



## Duration

2 to 3 days



## Target audience

- Coach, mentors, mediators,
- facilitators, supervisors, HR functions
- Operational audiences such as managers, supervisors, team leaders

## Learning objectives

- 01** Acquiring a practical method based on appreciative questioning and the identification of psychological strengths for coaching individuals and teams
- 02** Supporting a coachee to discover their strengths
- 03** Building individuals' confidence by discovering their strengths
- 04** Developing an appreciative coaching posture

## Teaching method

- Theoretical presentations
- Illustrative video sequences explained by the trainer
- Exercises, hands-on situations, sharing experiences
- Working in pairs and subgroups
- Demonstrations and hands-on situations
- Debriefing and group feedback

## Educational program

- Introduction to the appreciative approach
- Overview of the 5D method:
- The 7 theoretical principles
- Putting the “Definition” phase into practice
- Putting the “Discovery” phase into practice
- Putting the “Becoming” phase into practice
- Putting the “Decision” phase into practice
- Putting the “Deployment” phase into practice
- Integrating the appreciative approach into team coaching
- Building your strategic plan with the “S.O.A.R.”
- Action plan

## Educational Manager



Patrick Zacharis

# Team coaching through art



**“A dream you dream alone is only a dream. A dream you dream together is reality.” John Lennon**

Wondering why you should consider Team Coaching in Leadership & Inspiration? Is it possible for Team Coaching and Art to go hand in hand? What are the advantages? The totem is a symbolic representation of clan membership, it is made to strengthen each person's ties with their community. This artistic team-building and creative activity involves crafting a “ToTeam” as a symbolic representation of “me in my current role” and “me through my impact and influence on others”. This creative approach will boost each individual's commitment.



## Duration

1/2 day to 1 day



## Target audience

All audiences

## Learning objectives

- 01 Developing cohesion and energizing the team.
- 02 Developing and re-energizing team motivation.
- 03 How can team spirit be strengthened?
- 04 Developing a better understanding of yourself and others through a creative activity.
- 05 What is team spirit at work? How to improve it and promote mutual support? Our team building activity is exactly what you need!

## Teaching method

- Workshop led by an artist coach, renowned in the artistic world

## Educational program

- Presentation of the activity and the program.
- Negotiation: who goes where on the ToTeam mast?
- Individual clay creation - personal awareness.
- Would you like to discover the values that are essential to the smooth running of your team?
- Time dedicated to sharing creations and assembling + celebration.
- Individual and collective thinking focusing on 2 themes:
  - What I bring to the team = my commitment.
  - What the team brings me = my fuel
  - What the team brings to others = our contribution
  - notre contribution

## Educational Manager



Agathe De Rouck



# Team coaching using horses



**“Leadership: the art of getting someone to do something you want them to do, because they want to do it.” Dwight Eisenhower**

In a playful and bucolic setting, take time to reflect alone or in a team to improve the way you function, communicate, collaborate and perform. Equicoaching makes it possible to identify problematic individual and team patterns and to set up new approaches alongside the horse in a very short time. The horse is a gentle, imposing animal that will mirror your own way of functioning. An effective outdoor method that will help you clear your head!



## Duration

1 to 2 days



## Target audience

Leaders, managers, project managers, teams

## Learning objectives

- 01** Developing a group into a cohesive team.
- 02** Adapting your team leader to your team's individual personalities.
- 03** Formalizing common goals.
- 04** Communicating instructions and explaining them clearly.
- 05** Finding incentives to motivate your staff.
- 06** Empowering employees through delegation.
- 07** Managing difficult behaviors

## Teaching method

- Equicoaching is the practice of bringing horses and people together to improve personal or professional skills (self-knowledge, leadership, communication, etc.),

## Educational program

- Introduction and getting to know the animal
- Equicoaching session (theme to be defined beforehand: communication, leadership, team spirit, etc.)
- Debriefing and action plan
- Our offer can be adapted and combined with other methods to make the experience even more effective depending on your requirements

## Educational Manager



Liesbeth VANDEPUTTE

Contact us to find the  
perfect course for you!

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