

# SOLUTION FOCUSED COACHING SCHOOL

THE COMPLETE ACSTH  
TRAINING & MENTORING  
PACK FOR ACC CREDENTIAL

## Program Dates

12-14/5 & 20/5

9-11/6 & 17/6

7-9/7 & 13/7



**If you are a People Leader, HR or Sales Professional  
Benefit from adding Coaching to your Skills  
Join us for an icf accredited program - ACSTH  
Exclusively for Internal Coaches.**

## YOU WILL

- learn what coaching is, how it works & why it is so successful
- learn the steps of a solution focused coaching conversation
- practice from day one, in more than 10 peer coaching sessions
- watch 4 demos from experienced coaches/facilitators
- work on the competencies & tools for icf accreditation
- get individualized feedback from professional coaches
- take advantage of 10 Mentor coaching hours towards your ICF accreditation
- reflect & work on the Solutions Diary

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## WHAT TO EXPECT

- A learning environment centered on you, designed to elicit your coaching strengths
- A lot of positive feedback & professional growth
- Many opportunities for interactions & practice: each step of the coaching protocol is demonstrated and then you try it out, with different variations
- Opportunities to reflect on each interaction & practice. Mindful practice makes perfect
- Learning a new and different way of dealing with people and with problems
- Getting to master a simple yet very effective coaching protocol.



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## MODULE 2

9-10/6 (9:00-16:00)  
11 & 17/6 (14:00-17:00)

- Resources and Strengths of the coachee
- Using Feedforward for Development
- Future Perfect and The Miracle Question
- The Follow up Session Protocol
- Differences from other models
- Coaching in Dilemmas & Decisions
- Basic principles for a successful coaching session.

## MODULE 1

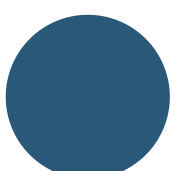
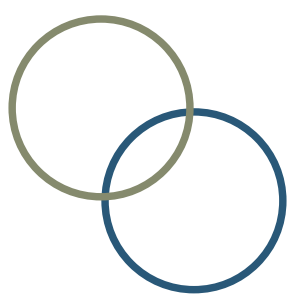
12-13/5 (9:00-16:00)  
14 & 20/5 - (14:00-17:00)

- The 5 steps of Solution Focused Coaching
- The Scaling Tool
- ICF Coaching Competencies
- What to do on your first session
- Effective communication and your presence as a coach
- First coaching session: troubleshooting & special cases.

## MODULE 3

7-8/7 (9:00-16:00)  
9 & 13/7 (14:00-17:00)

- How to remain brief and relevant as a coach
- SF Coaching overview: from the first session to the desired goal
- Practice to increase confidence, rely on your own coaching style & creativity
- Review participant's progress
- Boundaries between coaching & therapy
- Integrating what the client has learnt and wrapping up the coaching relationship
- Creating a Coaching Culture in your organization.



**KRYSTA TZELEPI, M.A., PCC**  
Main Facilitator

is a seasoned solution focused leadership coach, team facilitator with over 2000 hours of coaching executives at all levels. She is the founder, managing partner of Treasure Lab Ltd, an International Faculty Member of Solution Surfers and a Celemi business partner for Greece and Cyprus.

Together with her colleagues and the client, they co-create coaching & leadership development programs. The programs are practical, contain steps, use coaching as a tool for change and bring tangible results. So far, over 4,000 executives have participated in such programs. Clients are large and multinational companies, indicatively: Alpha Bank, BIC, Eurobank, Fraport, JTI, Lafarge, Leroy Merlin, L'Oreal, Mitsis Hotels, National Bank of Greece, Novartis, TITAN and others.

With studies in Psychology and an M.A. from Tufts University, Krysta started her career in HR and served as an HR Manager for Marks & Spencer, as Learning & Development Mgr for Citibank, before making a shift to Learning & Executive Development with her own consultancy firm in 2000.

As an ICF accredited PCC coach, since 2010, with over 2000 logged in hours, she is one of the pioneers who brought coaching to the Greek market in 2004 and who later introduced solution focused coaching in Greece. Since 2011, she runs the Solution Focused Coaching School, for internal coaches only, in cooperation with SolutionSurfers International. In 2019 the Coaching program that she designed for Leroy Merlin received an HR Award.

Krysta has also been trained as a Certified Professional Co-active Coach, is an Authorized Team Facilitator by TCI and in 2019, she became a PCC Assessor, for the ICF. As a speaker, she has participated in HR and Management Conferences in Greece, Turkey, Romania etc. as well as TEDx events.

**JESPER H. CHRISTIANSEN, PCC**  
Guest Facilitator

is a coach, trainer, mediator and team facilitator. He is a certified Solutionsurfers Brief Coach Trainer and ICF Professional Certified Coach, PCC. Originally trained as a Kaospilot (project management, leadership and entrepreneurship education) and systemic consultant, Jesper has taken a journey from systemic theory to the solution-focused approach.



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## 2021

## FACILITATORS

**HAESUN MOON**  
Guest Facilitator

is a leading expert and educator on evidence-based coaching and the use of language in transforming workplace dialogues.

A Harvard faculty member at the Institute of Coaching (McLean Hospital Affiliate, Harvard Medical School), she has authored both academic books and practice-oriented manuals for dialogic intelligence.

Her academic and professional research in coaching dialogues and pedagogy from the University of Toronto introduced a simple coaching model, the Dialogic Orientation Quadrant (DOQ), that has transformed the way people coach and learn coaching worldwide. Haesun teaches at the University of Toronto and serves as Executive Director at the Canadian Centre for Brief Coaching.

**KATALIN HANKOVSKY M.A., PCC**  
Guest Facilitator

is an independent trainer and coach, coming from a pedagogical background, working in business and training environment since 1995. Since she first came across solution focus in 1996, she has integrated it in all of her work. She is leading the Hungarian faculty of Solutionsurfers, a SOLworld enthusiast from the very beginning and a freshman in her PhD studies in educational sciences.

# INDICATIVE TESTIMONIALS

- **The course gave me, beyond the awareness of a methodology to my journey as a coach, the opportunity to practice a lot and get valuable feedback.**

*N.Nicolaou, Sales Leader New Business, CYTA Cyprus*

- **Wonderfully structured coaching program that contained a lot of practice and useful tools. Also, on the spot feedback that helped me enhance my self-confidence and try out new things.**

*E.Paraschaki, Excellence and Coaching Business  
Partner, Boehringer Ingelheim*

- **Helps to organize your thoughts and to think strategically while communicating.**

*E.Karvela, HR Director Eurobank FPS*

- **Very useful tools and knowledge for more effective dialogues and discussions. A useful experience with visible results and direct application to any sector.**

*K.Skouteri, Talent Development Mgr,  
AIA - Athens International Airport*

- **What I loved most was the methodology, the team and the possibility to do a lot of practice!**

*M. Karageorgou, Market Access & Public Affairs Director, Novonordisk*

- **One of the most practical and targeted workshops that I have participated in!**

*D. Kardassi, HR Director Interamerican*

- **A very fascinating learning experience!**

*E.Loizides, Senior executive Zepos & Yannopoulos*

