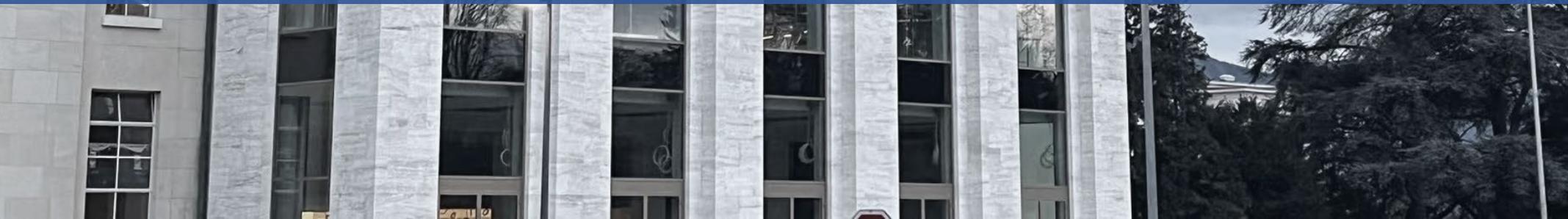




UNOG

**Centre for Learning
and Multilingualism**

CLM COACHING HANDBOOK



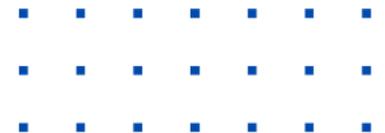
WHAT IS COACHING?

Coaching helps clients to define and act toward the realization of their visions, goals or desires. It uses a process of inquiry and personal discovery to build the client's level of awareness and responsibility and provides the client with structure, support and feedback.

Coaching is not fixing, not providing solutions, not training, not mentoring, not therapy, not performance improvement plan, not substitution for managers' responsibility.

WHAT ARE THE BENEFITS OF COACHING?

- ❖ Improves your performance;
- ❖ Empowers you through increased self-awareness;
- ❖ Helps you adapt to new challenges and change;
- ❖ Empowers you to be solution-focused, to deal with conflict in a constructive manner and build your personal resilience;
- ❖ Prepares you for job and career transitions;
- ❖ Enhances your decision-making skills and self-reliance;
- ❖ Gives you a greater sense of responsibility and accountability for actions and commitments;
- ❖ Increases your level of confidence;
- ❖ Fosters your personal and professional growth.



WHAT ARE OUR OFFERINGS?

1-1 COACHING SESSION

Are you faced with a professional challenge related to your career, performance, communication with your team, colleague, supervisor or similar situation? If you are, **click the [link](#) and book your 1-1 coaching session with CLM coaches.** Confidentiality is guaranteed.

"Coaching as an effective tool to empower managers and staff members to create a performing, inspiring and harmonious working environment"

“Coaching is a way to unlock your potential and optimize your performance”

Duration: one hour

Price: \$ 100/ hour

UNOG staff are free of charge.

We offer **one-on-one sessions** with a professional coach in the areas of:

- ❖ Professional and career development;
- ❖ Management and leadership;
- ❖ Change management;
- ❖ Performance management;
- ❖ CBI for applicants and panel members
- ❖ Teleworking and learning;
- ❖ Communication skills;
- ❖ Health and Well-being;
- ❖ Conflict at the workplace
- ❖ Agile coaching

TEAM COACHING



To successfully navigate the numerous internal changes happening within the Organization, there is a need to support teams in ensuring they understand the conditions they need to intentionally put in place so they can lead to meaningful accomplishments both individually and as a team.

In this regard, CLM also provides **Team coaching**, which can unlock a team's potential and can enhance collective intelligence. It can be a powerful energy and learning that benefits the Organization as a whole.

If you are interested in booking a team coaching, please contact us by sending an email to clm_mc@un.org.

Duration: Half-day

Price: \$ 500/ hour
UNOG staff are free of charge.

Team Coaching Modalities

Team coaching sessions can be done in-person (if situation permits) or virtually. The team, along with the coach, will establish a coaching agreement, including expectations, frequency of sessions and other logistical details, in the beginning of the process. This will serve as a touchstone for the team as they navigate the learning opportunities afforded throughout the agreed number of sessions.

When appropriate and/or available, teams may be asked to complete a team diagnostic survey and/or other assessments prior to the first session. This will serve as catalysts for increasing team awareness as well as for enabling the team as a whole to begin effectively working together.

MEET OUR COACHES

Our coaches will accompany you in your journeys to self-discovery by being present, listening, facilitating a solution-oriented process and constructively challenging your self-limiting beliefs and perspectives.



Thomas Neufing



Malta Ionesova



Mira Perrier



Valentina Cocco



Jesus Guerrero



Myriam Foucher



Nathalie Sattler-Tordin



Virginie Ferré

Thomas' Mission Statement: "To respect, listen to, support, encourage, inspire and motivate my clients to excel in all areas. To open their minds to options and plans of action that will take them positively forward in ways they did not believe were possible."



Email: neufing@un.org

Office address: Office 10, 8-14,
Bocage Annex 2, Palais des Nations,
Genève

Coaching languages: English; French

Area of expertise:

- Professional and career development;
- Management and leadership;
- Change management;
- Performance management;
- Teams;
- Teleworking and learning;
- Communication skills;
- Health and Well-being;
- Conflict at the workplace

Thomas Neufing

Chief, UNOG Centre for Learning and Multilingualism

Thomas is a human resources management leader with more than 25 years of international experience in different international organizations (UN Secretariat, UNDP, UNSSC, UNV and OSCE) both at the field level and at headquarters. He has been informally coaching managers, colleagues and team members since the early 2000s. At UNOG, He introduced the internal coaching programme in 2009 already when coaching was not yet as established as it is today. Since having earned certification in professional coaching he has increased coaching of UN staff considerably. While he enjoys coaching staff on career issues and younger staff to orient themselves in the organization. He does focus on senior officials in his coaching practice based on his expertise in leadership and management development over the years.

Through knowledge of modern human resources management theories and best practice of application in international public-sector organizations, he has a proven track record in directing large multinational teams, formulating and executing human resources strategy including organizational development, advising on delicate performance management, recruitment and staffing issues, effectively mediating conflicts, top-level executive coaching (USG/ASG level) and implementing complex organizational change projects.

Thomas holds a Master's degree in Political Science from the University of Tübingen (Germany) and acquired postgraduate certifications in Human Capital Leadership from the Wharton School at the University of Pennsylvania; Strategic Human Resources Management by the University of Cornell, Strategic Public-Sector Negotiation by the John F. Kennedy School at Harvard University, etc.

Coaching credentials:

International Coaching Federation Associate Certified Coach (ACC), IDC Certified Professional Coach, Gallup-Certified Strengths Coach, DiSC Certified Trainer and Practitioner, Licensed Career Counselling Service Coach, Certified Mediator.



Malta's Mission Statement: "value coaching for its ability to help find meaning in life and work, to clarify priorities, to remove internal barriers and to commit to actions that are in line with our values - and that is what I try to create for my clients."

Values that are important for me as a person and as a coach are learning, authenticity, harmonious relations and space to create.

My metaphor for coaching is that of a harbor, a safe space that you enter to see things clearer, and that you leave knowing where, why and how to sail."

Malta Ionesova

Human Resources Officer

Malta has over 10 years of experience in Human Resources management in international organizations, including performance management, learning, development and change management.

Malta's coaching experience includes supporting clients from different parts of the world, on issues around improving relations, work and life balance, adapting to change, managing teams.

Clients often describe Malta as "someone who creates a safe space that allows for exploration and resources to emerge, who is calm and who asks questions to provoke deep thinking".

Coaching credentials:

- International Coaching Federation Associate Certified Coach (ACC),
- Human Resources Management,
- Organizational and Relationship Systems Coaching,
- 6 Conditions for Team Effectiveness / Team Diagnostic Survey

Email: malta.ionesova@un.org

Coaching languages:

English; Russian; French

Area of expertise:

- Professional and career development;
- Management and leadership;
- Change management;
- Communication skills;
- Health and Well-being;
- Performance management;
- Teams;
- Teleworking and learning;



Email: mira.perrier@un.org

Office address: Room 3,
Annex Bocage 2, Palais des
Nations, Genève

Coaching languages: English

Area of expertise:

- Professional and career development;
- Management and leadership;
- Change management;
- Health and Well-being;
- Teams;
- Agile coaching

Mira's Mission Statement: "I am committed to helping individuals reach their vast potential by leveraging their strengths and helping them cultivate personal growth while taking into account the intricate facets of their personality, environment, and system dynamics. Through self-discovery and recognition of our power to create, choose and draw in opportunities, we can maximize our capacity to lead, influence others and make meaningful changes that are aligned with who we really are."

Mira Perrier

Associate Training Officer

Mira has over 13 years of experience in managing training programmes in the areas of leadership and management, professional development, communication, coaching, skills-building as well as entry and exit of staff members. She is a core member of #NewWork and actively trains staff members in the adoption of Modern Agile framework. She co-created Conecta, a global skills-based platform that links people, skills and projects with the ambition to support the development of staff members and harness their potential through purposeful collaboration and continuous learning. One of the most important work she has so far is finding ways to elevate the organizational life of staff members from the General Service category.

Mira's formal **coaching experience** started in 2020, at the heart of the pandemic. Since then she has been passionate about helping individuals, teams and organizational systems achieve their potential, so her practice is about guiding individuals and team leads on how they communicate and catalyze meaningful change. She works with them to integrate longer-term aspirations and strategy with the immediate need to build relationships founded on psychological safety and a growth mindset. Mira received her MA in Organizational Psychology with a specialization in Change Leadership from Columbia University and another MA I in International Management from ESC Pau Business School. She gained her BA in Economics from Ateneo de Manila University.

Coaching credentials:

International Coaching Federation Associate Certified Coach (ACC), Licensed Career Counselling Service Coach, DiSC Certified Trainer and Practitioner, Gallup-Certified Strengths Coach, Hogan Certified Practitioner (Personality Inventory: Development Survey & Motives, Values, Preference Inventory), 6 Conditions for Team Effectiveness / Team Diagnostic Survey, Scrum Master and Product Owner



Valentina's Mission Statement: "I would like to use my knowledge and skills to help you finding your potential, your purpose, your motivation. Self-awareness is key in making a positive impact in your work and life in general, there is nothing you cannot achieve if you set the right goals. When there is a will, there is a way."

Valentina Cocco

Human Resources Officer

Valentina has 14 years of experience in the fields of human resources, training, administration and programme management. At the moment, she specializes in recruitment, talent acquisition, career support training and job classification.

She has been informally coaching staff members on career development and career counselling, either on one on one or in group coaching through provision of training. Valentina gained Master of Arts in International Relations and Master in Foreign Languages and Literatures (Spanish and German).

Clients often describe Valentina as "a reliable and knowledgeable coach".

Email: coccov@un.org

Office address: 8 Avenue de la Paix.,
Geneva

Coaching languages: English; French;
Spanish; Italian

Area of expertise:

- Professional and career development;
- CBI for applicants and panel members

Coaching credentials:

- Licensed Career Counselling Service Coach,
- 6 Conditions for Team Effectiveness / Team Diagnostic Survey



Jesús' Mission Statement: "Supporting you to manifest your highest potential; I consider myself as a catalyst for conscious transformation, a lever for change to help my clients get closer to their goals and achieve their objectives. Change comes through awareness and awareness is the result of challenging our own beliefs while using our curiosity to look at things with a renewed and clean eye. "

Jesús Guerrero

Staff Development Officer (Chief of M&C Unit)

Jesús is presently working for the United Nations Office at Geneva in his capacity as Chief of the Management and Communication Unit at the Centre for Learning and Multilingualism. He considers himself a life-long learner and has a multi-disciplinary background: a degree in modern languages, a post-graduate degree in pedagogy and a master's degree in Human Resources. The learning and development field has been his professional home for over 15 years.

In addition to his full-time job, he is the co-chair of the Geneva Learning Network, a community of learning and development practitioners working in international organizations in Geneva, the International Organizations Coaching Network, a forum open to internal coaches working in International Organizations based in Geneva, and The Learning Lab, a community of practice for learning managers working in the United Nations Secretariat.

He has experience coaching General Service and Professional staff as well as Directors on different topics and matters such as career support, communication skills, management and leadership among others. He obtained his certification in 2010 and coaching became part of his working life since then. In addition, He has equipped himself with other tools and techniques to refine his practice and offer different approaches depending on the situation, context and needs of his coaches.

Email: jesus.guerrero@un.org

Office address: Office AB2-06,
Bocage Annex 2, Palais des Nations,
Genève

Coaching languages: English; French;
Spanish

Area of expertise:

- Professional and career development;
- Management and leadership;
- Communication skills;
- Teleworking and learning;
- Teams

Coaching credentials:

Executive Coaching for HR Professionals (ICF ACSTH Certified), Gallup-Certified Strengths Coach, DiSC Certified Trainer and Practitioner, Accredited Mediator, Licensed Career Counselling Service Coach, NLP (Neuro-Linguistic Programming) Master Practitioner, INLPTA (International NLP Trainers Association), 6 Conditions for Team Effectiveness / Team Diagnostic Survey



Myriam's Mission Statement: "I believe in our power to act on our perception of reality. Being a coach is for to engage in a creative process, a journey of exploration, during which the client will (re)discover his or her resources and an alignment with his or her values, and confidently move towards positive and sustainable change."

Myriam Foucher

Human Resources Officer

Myriam has more than 20 years of professional experience in the field of Human Resources in international organizations, including legal matters, ethics, conflict resolution, performance management, learning and development, and work culture change.

Myriam has been informally coaching managers, peers and staff in the context of my HR functions since the start of my career. My coaching journey officially started during the Pandemic, when I realized how coaching could be such a valuable resource and bring so much value for better supporting and accompanying colleagues towards their objectives of change, of improvement of their work experience.

Email: myriam.foucher@un.org

Office address: Palais des Nations,
Genève

Coaching languages: English, French

Area of expertise:

- Professional and career development;
- Change management;
- Health and Well-being;
- Performance management;
- Teleworking and learning;
- Management and leadership;
- Communication skills;

Coaching credentials:

- International Coaching Federation Associate Certified Coach (ACC),
- 6 Conditions for Team Effectiveness / Team Diagnostic Survey



Email: nathalie.sattler-tordin@un.org

Office address: Annex Bocage 2 Room 8,
Palais des Nations, Genève

Coaching languages: English; French

Area of expertise:

- Professional and career development;
- Communication skills;
- Health and Well-being;
- Teleworking and learning;

Nathalie's Mission Statement: "Helping to make the world a better place, in my humble way. By helping people to be more in tune with themselves, they blossom and become happier. As happiness is contagious, they have a positive effect on those around them and contribute to creating a better environment. It is little rivers that make the ocean!"

Nathalie Sattler-Tordin

Staff Development Assistant / Programme Manager

Nathalie has 23 years of experience within the United Nations. She has worked for the UNPA, the Protocol Service, and Sales and Marketing before joining the Center for Learning and Multilingualism. Since 2010, she has been managing training programmes in the areas of communication, competencies & skills development, career support, and health & well-being.

Passionate for personal development, she completed her training as a coach in 2016, and eager to develop other tools and techniques for self-development, she trained as a career counselor and a hypnotherapist.

Clients often describe Nathalie as a person who fosters a safe and trusting environment that allows one to feel comfortable, and to be challenged to discover their full potential.

Coaching credentials:

- Licensed Career Counselling Service Coach,
- Graduate School Business University of Cape Town Associate Coaching Certification



Email: virginie.ferre@un.org

Office address: Palais des Nations
Building H

Coaching languages: English; French;
Spanish; Catalan;

Area of expertise:

- Professional and career development;
- Management and leadership;
- Change management;
- Communication skills;
- Health and Well-being;
- Performance management;
- Teams;
- Teleworking and learning;

Virginie's Mission Statement: "Discovering your full potential and your strengths is the best gift you can give to yourself."

Virginie Ferré

Human Resources Officer

Virginie possesses over 17 years of private-sector (Spain, Italy and Portugal) and consulting (France and Switzerland) experience in human resources as well as in International Organizations (UNESCAP, UNOG and ILO) with a specialty in Learning and Development, a BA in Psychology, a DEA in Business Administration and a post graduate degree in Studies in Advanced Management in Human Resources, Virginie is passionate about human connections and helping colleagues to grow personally and professionally.

In 2012, Virginie decided to study to become a certified coach as she was coaching informally for many years her colleagues and clients. Since she has been coaching staff members on career development and career counseling as well as offering workshops on career management.

Coaching credentials:

- Licensed Career Counselling Service Coach,
- International certificate in coaching- Coaching Expert- Instituto Europeo de coaching- Madrid
- Neuro-Linguistic Programming



ABOUT CENTRE FOR LEARNING AND MULTILINGUALISM



Scan it and book your 1-1 coaching session
Please contact clm_mc@un.org for team coaching or any questions

The **UNOG Centre for Learning and Multilingualism (CLM)** is committed to providing to our diverse clients high quality, state of the art, innovative and effective learning opportunities. In line with UN values and competencies, CLM supports individual and institutional growth and performance to meet organizational needs. CLM supports staff members and teams to develop and maintain their skills and competencies as well as to improve team effectiveness and productivity. Whatever their grade level or breadth of experience and whether a senior manager with years of service, or a recent recruit, all staff will find programmes appropriate to their needs.

Through its sizable language training programme in all six official UN languages aimed at staff of UN agencies, their spouses and members of permanent missions, CLM is an important promoter and safeguard of multilingualism for the UN Geneva community.