

# Certificate

European Mentoring & Coaching Council (EMCC)  
and  
Vivento Customer Services Academy (VCSA)  
is honored to confirm the appointment of

## Jochen Trebels

**As Coach & Assessor of VCSA's  
Business Performance Coach Program**

- Practitioner Program equivalent to  
**Postgraduate Certificate,**  
due to EMCC Competence Standards -.

This Certificate has been obtained for the successful planning, designing and examination of the VCSA "Business Performance Coach" - Course, a course that holds the European Quality Award conferred by the EMCC, in the period from October 2006 to October 2007.

The Certificate is earned by demonstrating knowledge and proficient use of core Management, Mentoring and coaching skills through the Implementation of the above Program authorised by EMCC.

### EMCC COMPETENCE FRAMEWORK

#### 1. WHO WE ARE

##### 1.1 BELIEFS AND ATTITUDES

- BELIEF IN OTHERS
- VALUING DIVERSITY
- EMPATHY

#### 2. OUR SKILLS AND KNOWLEDGE

##### 2.1 COMMUNICATION SKILLS

- LISTENING
- QUESTIONING
- FEEDBACK
- COMMUNICATION STYLE AND LANGUAGE

##### 2.3 PEOPLE DEVELOPMENT

- LEARNING THEORY
- THERAPEUTIC APPROACHES
- PSYCHOLOGICAL AND PSYCHOTHERAPY MODELS

##### 2.5 CONTINUED PROFESSIONAL DEVELOPMENT

- SELF DEVELOPMENT
- EVALUATING PRACTICE

#### 3. HOW WE COACH AND MENTOR

##### 3.1 SUPPORTING INDEPENDENCE

##### 3.2 WORKING WITH ATTITUDES, BELIEFS, VALUES AND BEHAVIOURS

- 3.3 DEVELOPING MOTIVATION
- 3.4 MENTOR ADVICE AND ADVOCACY
- 3.5 MANAGING OTHERS' EMOTIONS
- 3.6 ASKING QUESTIONS
- 3.7 GIVING FEEDBACK
- 3.8 ENSURING UNDERSTANDING
- 3.9 ACTIVE LISTENING
- 3.10 CREATIVITY AND COMPLEXITY
- 3.11 USE OF TOOLS OR MODELS
- 3.12 BUSINESS FOCUS
- 3.13 POLITICAL AWARENESS

#### 4. HOW WE MANAGE THE PROCESS

##### 4.1 MANAGING THE RELATIONSHIP

- CONTRACTING
- GOAL FOCUS
- BUILDING AND MAINTAINING THE RELATIONSHIP
- FLEXIBLE APPROACH
- SESSION MANAGEMENT
- REVIEW PROCESS
- DEVELOPMENT PLANNING
- ENDING THE RELATIONSHIP

##### 1.2 SELF

- SELF BELIEF
- SELF AWARENESS
- SELF MANAGEMENT
- INTEGRITY

##### 2.2 TECHNICAL SKILLS

- PLANNING
- SYSTEMS THINKING
- ASSESSMENT
- ARTISTIC AND CREATIVE

##### 2.4 BUSINESS DEVELOPMENT

- CORPORATE KNOWLEDGE AND ORGANISATIONAL DEVELOPMENT THEORY
- MANAGEMENT/LEADERSHIP KNOWLEDGE

##### 2.6 SUPERVISION PRACTICE

- AWARENESS

##### 4.2 MANAGING THE CONTRACT

- COMMERCIAL AGREEMENT
- RECORD KEEPING
- EVALUATING PROCESS AND OUTCOME
- PROFESSIONAL PRACTICE

### VCSA Program Structure

Module 1:  
Theory survey

Module 2:  
Intervention, planning, role finding  
and coaching practise

Module 3:  
Live and individual Coaching

Module 4:  
Mentoring

Module 5:  
Peer coaching /  
supervision

Module 6:  
Psychopathology

Module 7:  
Self awareness

Module 8:  
Practical Examination

Module 9:  
Written examination

The program includes 650 hours of work

Dr. K.-H. Moergel Chief Personnel Officer external VCS GmbH	Dr. S. Klein Program Director	P. M Rütter Managing Direktor VCSA and internal Program Director	Dr. S. Mette President EMCC Germany
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