

ACTION LEARNING COMES TO ICF CONVERGE

More than 1000 coaches. Over 60 countries. Three days in Washington DC.

In August 2017, the International Coach Federation held its first large-scale global conference since 2012, **ICF Converge**, which brought together coaches from all over the world to network and learn from each other. Held in Washington DC, ICF Converge was designed to strengthen connections across the coaching community

and offer best-practice learning around topics such as the art and practice of coaching, how to develop a successful coaching business, how to create a coaching culture within an organization, coaching science, and the future of coaching and of the workforce. To help participants get the most from these topics, ICF Converge offered four distinct development zones, or neighbourhoods:

Community Centre, which focused on the coaching practice, the **Development Zone**, which offered tools and strategies

for building a coaching business and strong coaching culture, **Converge University**, which explored the science of coaching, and **Turning Point**, which looked at the future of the coaching industry. The organizers for ICF Converge focused on experiential and engaging content delivery, selecting presenters who shared their material through a variety of interactive formats including workshops, live-action role plays, large workshop exercises and short engaging talks.



1:00 PM - 2:00 PM	Why Coaching is Essential to the Future Success of Business Katherine Jeffrey, PCC and Christine Brown
2:30 PM - 3:30 PM	Lessons Learned from Those Who are Changing the Game Karin Elnor, PCC
4:00 PM - 4:20 PM	The Power of Coaching and Action Learning in the Modern Workplace Shannon Banks, PCC/ACC
4:30 PM - 4:50 PM	Counselor Coaching and How to Support Clients with Mental Health Issues Phyllis Johnson, PCC, MHC, MFT, PCC
5:00 PM - 5:20 PM	How Do We Leverage Action Learning to Support Client Success? Christine Brown, PCC

Shannon Banks, an ICF member and Associate Certified Coach (ACC), who is also a Master Action Learning Coach with WIAL, was invited to speak in the Turning Point neighbourhood about the **power of coaching and action learning in a modern workplace**. Sharing her TED-talk style presentation with an audience of more than 150 people, 82% of whom had at least five years of coaching experience, Shannon shared her research on social leadership skills required in a modern workplace and

how both coaching and action learning help to develop these skills.

Despite high levels of expertise in coaching, action learning was a new concept for many attendees. A number of participants said they wished more time had been dedicated to this topic. "This was a new concept for me, so I found it went by far too quickly," one participant noted in the feedback, "It offered interesting new data and excellent examples." "This presenter deserved a full hour!" said another participant.

Following the session, several participants discussed the power of action learning in helping to solve real business problems and, at the same time, develop important leadership skills. One participant said: "I am an executive coach and

focus my practice on 1-1, individual coaching, but I do get called upon occasionally to do team-based coaching, often for my clients and their teams. This method seems to provide a structure that really supports these team-based interventions.”

Written by Shannon Banks, MALC.

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