

# WIAL THAILAND'S EXPANSION OF COACHES

## Executive Summary

WIAL Thailand identified a need to expand its pool of experienced Action Learning (AL) coaches to sustain the quality of AL delivery and enhance its capacity to serve more clients. The challenge was compounded by the demand for real-world applications to strengthen coaching skills and provide mentors with opportunities to develop leadership capabilities.

WIAL Thailand introduced a comprehensive mentoring program, training 17 mentors to guide new and experienced coaches in AL practices. The program combined structured training sessions with practical application through the WIAL Gives Back Full project, involving pro bono AL sessions for 103 vocational school students.

The program achieved significant outcomes, including enhanced coaching quality, leadership development for mentors, and real-world benefits for vocational students. Over 172 hours of AL sessions resulted in actionable solutions for student challenges, while mentors and coaches reported improved skills and confidence. The initiative also reinforced WIAL Thailand's commitment to community impact and professional excellence.

## About WIAL Thailand

WIAL Thailand is a regional branch of the World Institute for Action Learning (WIAL), a global organization dedicated to empowering individuals and organizations through Action Learning. Its mission is to provide high-quality AL coaching and training, fostering problem-solving, leadership development, and collaborative learning. WIAL Thailand works with businesses, educational institutions, and community organizations, aiming to cultivate adaptive and innovative leadership across sectors.



As a leader in AL coaching, WIAL Thailand recognized the importance of strengthening its mentor pool and expanding AL practices to ensure consistent delivery of its programs. The Mentoring Program reflects this commitment to growth, professional development, and community impact.

## **The Challenge**

WIAL Thailand faced a dual challenge:

1. Ensuring the consistent quality of its AL delivery by developing a pipeline of experienced coaches.
2. Providing real-world applications to strengthen the skills of mentors and mentees.

Without a structured mentorship program, there was a risk of stagnation in coaching skills and a limited ability to scale operations. The challenge was particularly pressing given WIAL Thailand's emphasis on delivering measurable impact for clients and communities. Addressing this challenge was crucial to maintaining organizational credibility and expanding its reach.

## **Solution: Applying WIAL Action Learning**

### **Approach and Implementation**

WIAL Thailand addressed its challenges by designing and implementing a robust mentoring program that combined structured training with real-world application through the WIAL Gives Back Full project. The program was delivered in two key parts:

#### **1. Mentor Training (Part 1):**

- Preparation and Design: WIAL Thailand developed a curriculum tailored to mentor development, focusing on guiding coaches in Action Learning practices.

- Training Sessions: Two full-day training programs were conducted in June and July 2024, engaging 17 mentors. These sessions emphasized skill development in coaching analysis, feedback delivery, and fostering collaborative inquiry.
- Individual AL Session Analyses: Mentors participated in individual evaluations of AL sessions, refining their ability to identify strengths and improvement areas in coaching practices.

## **2. Practical Application (Part 2):**

- Pro Bono AL Sessions: As part of the WIAL Gives Back Full project, mentors guided 33 coaches in delivering AL sessions for 103 vocational students across two schools in Bangkok.
- Duration and Commitment: From April 2024 to March 2025, mentors facilitated a total of 172 hours of AL sessions, providing hands-on experience and real-world learning opportunities.

## **3. Goals and Strategy:** The program aimed to:

- Strengthen mentor coaching capabilities through targeted skill-building and practice.
- Enhance mentee coaching proficiency with real-world applications and actionable feedback.
- Deliver community impact by equipping students with problem-solving tools to address their challenges.

## **4. Roles:**

- Mentors: Trained to provide guidance, feedback, and oversight to mentees during AL sessions.
- Coaches (Mentees): Applied their learning in practical AL settings, honing their facilitation skills.
- Vocational Students: Served as participants in AL sessions, presenting real-life challenges for teams to address.

## Key Activities and Milestones

The WIAL Thailand Mentoring Program was structured around a series of targeted activities and milestones designed to develop coaching skills, foster leadership, and deliver community impact through Action Learning.

- **Training Sessions for Mentors:** The program kicked off with two intensive full-day training sessions, focusing on leadership development and coaching analysis. These sessions empowered mentors to effectively support mentees and maintain the quality of AL delivery.
- **Individual AL Session Reviews:** Mentors conducted detailed analyses of AL sessions, identifying areas of improvement and providing actionable feedback to mentees. This phase built confidence and competence in both mentors and mentees.
- **Community Engagement:** Through the WIAL Gives Back Full project, mentors and mentees collaborated to facilitate AL sessions for vocational school students. Key milestones included:
  - **172 Hours of AL Sessions:** Providing extensive practice opportunities for coaches.
  - **103 Students Engaged:** Equipping students with problem-solving skills and actionable solutions for their challenges.
- **Breakthrough Moments:** Mentors reported significant growth in their coaching abilities, citing real-world application as a catalyst for skill enhancement. Students presented and resolved real-life challenges, gaining valuable tools for personal and professional development.

## Adaptations

WIAL Thailand customized the Action Learning approach to address the specific needs of its participants and the community:

- **Focus on Real-World Application:** The integration of pro bono AL sessions ensured mentors and coaches applied their skills in meaningful, high-impact settings.
- **Scalable Design:** The two-part structure enabled simultaneous skill development for mentors and mentees, allowing for scalability in future iterations.
- **Community-Centric Approach:** Engaging vocational students as participants added a community impact element, reinforcing WIAL Thailand's commitment to social responsibility.

This dual approach of structured training and practical application ensured the success of the mentoring program, fostering growth for mentors, mentees, and the community alike.

## Results

The WIAL Thailand Mentoring Program delivered impactful results across operational, cultural, and strategic dimensions. By combining structured training with practical application through the WIAL Gives Back Full project, the program achieved measurable improvements in coaching quality, leadership development, and community engagement.

## Operational Impact

The program significantly enhanced coaching capabilities and facilitated real-world applications, delivering measurable improvements in mentorship and problem-solving outcomes.

- **Enhanced Coaching Proficiency:** 33 coaches honed their skills by participating in 172 hours of Action Learning sessions, guided by trained mentors. Mentors conducted individual session analyses, resulting in noticeable improvements in coaching quality and facilitation techniques.

- **Real-World Application:** 103 vocational students benefited from structured AL sessions, addressing personal and professional challenges with actionable solutions. Students reported increased confidence in problem-solving, with several highlighting practical applications of the insights gained.
- **Increased Mentor Capacity:** WIAL Thailand added 17 experienced mentors to its roster, strengthening its capacity to deliver high-quality AL coaching across its programs.

## Cultural Shift

The initiative fostered a collaborative and reflective learning culture, empowering mentors, coaches, and students to embrace inquiry-driven problem-solving and shared growth.

- **Collaborative Learning Culture:** The program fostered a culture of mutual learning among mentors and mentees. Coaches reported a deeper appreciation for reflective questioning and collaborative problem-solving, which enhanced team dynamics and morale.
- **Leadership Development:** Mentors developed critical leadership skills, including the ability to provide constructive feedback, foster inquiry, and guide teams effectively. These skills translated into greater confidence and capability in professional and personal settings.
- **Community Impact:** By engaging vocational students, the program reinforced a culture of giving back, instilling values of collaboration and social responsibility within WIAL Thailand's coaching community.

## Strategic Benefits

By strengthening its coaching capacity and expanding its community impact, the program positioned WIAL Thailand for sustained growth and broader organizational influence.

- **Sustainable Growth:** The program ensured a pipeline of skilled mentors and coaches, Mentors and mentees are now equipped to lead future AL sessions, reducing reliance on external trainers.
- **Reinforcement of WIAL Principles:** By embedding Action Learning into its mentorship framework, WIAL Thailand strengthened its reputation as a leader in AL coaching and community engagement.
- **Expanded Reach:** The WIAL Gives Back Full project demonstrated the scalability of the program's impact, creating opportunities to replicate this model with other community groups and organizations.

### Quantitative Highlights

The measurable outcomes of the program underscore its success in improving coaching quality, leadership development, and community engagement.

- **33 Coaches Trained:** Received mentorship and applied their skills during 172 hours of AL sessions.
- **17 Mentors Developed:** Strengthened their leadership and coaching capabilities through individual session analyses and structured training.
- **103 Students Impacted:** Vocational students gained problem-solving skills and actionable solutions for their challenges.
- **172 Hours of AL Sessions:** Delivered through pro bono efforts, providing extensive real-world learning opportunities.

These results demonstrate the program's success in achieving its objectives and creating lasting value for participants and the community.

## Participant Insights

The WIAL Thailand Mentoring Program fostered personal and professional growth for participants, as reflected in their testimonials. These insights highlight the transformative impact of the program:

- “Guiding new coaches challenged me to refine my own skills. Providing constructive feedback required me to be more reflective and intentional in my approach. This program truly deepened my understanding of Action Learning.” – Mentor Participant
- “The pro bono sessions were a turning point for me. Working with students on their challenges gave me a sense of purpose and showed me the real impact of Action Learning beyond professional settings.” – Coach Participant
- “As a mentor, I learned how to lead with questions rather than answers. This experience has not only improved my coaching but also how I manage my teams in my day-to-day work.” – Mentor Participant
- “Seeing the students grow in confidence during the sessions was incredibly rewarding. It reminded me why Action Learning is so impactful—it empowers individuals to take ownership of their challenges.” – Coach Participant

These reflections illustrate the program’s ability to foster growth at multiple levels, benefiting mentors, coaches, and the students they served.

## Future Plans

Building on the success of its Mentoring Program, WIAL Thailand is committed to expanding its efforts to strengthen coaching capacity, foster leadership development, and enhance community impact. Key initiatives include:

1. **Scaling the Mentoring Program:** Extend the program to train additional mentors, with a target of 25 new mentors in the next cycle. Expand partnerships



with more educational institutions to reach a larger audience of students and communities.

2. **Integrating Advanced AL Practices:** Introduce advanced mentoring modules to deepen skills in feedback, facilitation, and adaptive leadership. Leverage digital tools to enhance training accessibility and engagement for geographically dispersed participants.
3. **Fostering a Mentor Network:** Create a platform for ongoing collaboration among mentors and coaches, facilitating the exchange of best practices and continuous learning. Establish a mentorship certification track to ensure sustained quality and professional recognition.
4. **Enhancing Community Engagement:** Scale the WIAL Gives Back initiative to include diverse community groups, such as small business owners and non-profit organizations, fostering systemic impact.

WIAL Thailand envisions a future where Action Learning is deeply embedded in organizational and community development efforts. By scaling its mentorship model and focusing on impactful partnerships, the organization aims to create a lasting legacy of empowered leaders and transformative coaching practices.

These plans reflect WIAL Thailand's commitment to growth, innovation, and social responsibility, ensuring that the transformative power of Action Learning continues to create positive change.

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