



# Lean 360° Online Coaching Programme Details and Process

*This overview describes details and processes of the Lean 360° online coaching programme*

## What Lean training have Coachees received and what are they working on?

The first group of Coachees are Quality Champions (QCs) who are part of the International Trade Centre's Quality Champions programme. These QCs are professionals in developing countries with a variety of backgrounds (some in Quality) who have received Andrew Parris' one-day [Process Excellence Energiser](#) training and likely also his one-week [Lean Green Belt training](#). This programme is open to QCs who have completed the QC Programme and who are currently actively serving through QC hubs, e.g., national quality associations or similar networks in their respective countries. Their application is expected to be endorsed by a national QC hub. QCs who join the Lean 360° Online Coaching Programme are expected to directly contribute to developing Lean training and support services via national QC hubs in support of business development, or with the objective of improving national services or otherwise contributing to national development initiatives. They will conduct a Quality Improvement Programme (two three-day workshops followed by an improvement project) at a small or medium enterprise (SME), which they teach and facilitate application of thinking and tools in the SME, following guidance I developed. The QCs will work in pairs, so one Coach could possibly work with two Coachees. The QC role is that of an external consultant to SMEs, and the QC may also want to apply Lean in his/her own organisation.

The second group of Coachees are Innovation Champions and other professionals in Medair and other NGOs (nonprofit non-governmental organisations doing international humanitarian and development work) who have taken Andrew's one-day [Process Excellence Energiser](#) training (or equivalent) and maybe also my [Lean Green Belt](#) training, and who are tasked with improving processes and promoting Process Excellence in their organisations. They may not have a specific project to do, but nonetheless want to apply their learning and grow Lean principles and practice in their organisations. These individuals generally have a full-time role in their organisation and are doing Lean in addition to existing roles and responsibilities they have.

Individuals in both of these groups have chosen to take the training and have a strong personal interest in improvement. They are eager to learn, to grow personally and professionally, and to make a difference for good in their organisation, sector and country.

## Matching Coaches with Coachees

Potential Coaches and Coachees will apply to participate in the Lean 360° Coaching Programme. One or more administrators will review applications to ensure the individuals are qualified to participate in this programme. Based on an evaluation of coaching abilities, interests and needs, we will match Coaches with Coachees. Coach and Coachee will make an initial commitment of three months and develop an agreement (ToR template provided) of how they want to interact and what they want to accomplish.

## Recognition for the Lean 360° Online Coaching

After the satisfactory completion of a coaching engagement, Coaches will receive a certificate of appreciation recognising their participation in the Lean 360° Online Coaching Programme.

## Community of Lean 360° Online Coaches

We hope to develop a community of our amazing pro bono online Lean Coaches. We are still thinking through how to do this and will be glad for your ideas and actions to help bring this about.



## Monitoring and Evaluating the Coaching

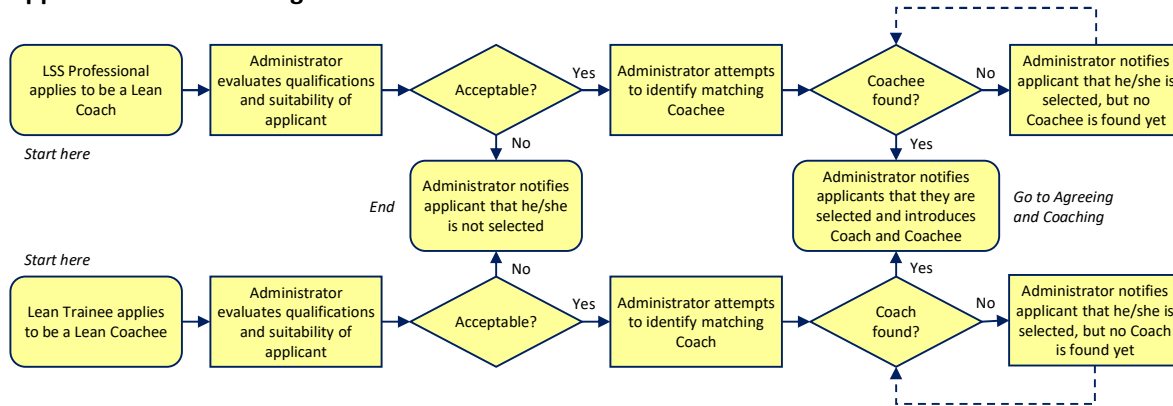
Coach and Coachee will be asked to provide a very brief monthly assessment of the coaching relationship and the fruit it is bearing. At the end of every three months, Coach and Coachee will be asked to provide a fuller assessment and to agree if they want to continue the relationship or not. After the first three-month commitment is finished, they may agree to continue for an additional one to three months.

If the Administrator learns that there is a problem between a Coach and a Coachee, the Administrator will talk with them and try to resolve the problem. If the problem can be resolved, the coaching relationship will continue. If the problem cannot be resolved, the relationship will end.

Based on feedback from the Coaches and Coachees, the Administrator may remove a Coach or Coachee from the programme. The Administrator will adjust the programme based on feedback.

## Process Maps

### Application and Matching



### Agreeing and Coaching

