

COMENSA Newsletter : SEPTEMBER 2023



NEWSLETTER

Keeping you updated with the latest COMENSA news and events

THE ACTING PRESIDENT'S CORNER

Inclusivity is a COMENSA value:

'We welcome non-judgemental diversity amongst our members and the value it brings to the coaching and mentoring professions.'



On 24 September every year South Africa celebrates National Heritage Day. Celebrating and embracing the rich cultural heritage of the nation. This day provides an opportunity to recognise and appreciate the diverse backgrounds, traditions, languages and customs that make up the South African society.

By promoting inclusivity National Heritage Day can serve as a platform to foster understanding, respect and unity among different ethnic groups and communities. It can also be a time to educate and raise awareness about the importance of diversity and the contributions of various cultures to the nation's history and identity. Coaches can celebrate diversity and inclusion by creating an inclusive and welcoming environment for all individuals involved in their coaching programmes. Here are some ways you can do it:

1. **Education and awareness:** You can educate yourself and your clients about the importance of diversity and inclusion. This can include learning about different cultures, backgrounds, and perspectives to foster understanding and empathy.
2. **Respect and acceptance:** You can promote a culture of respect and acceptance, where every individual is valued and treated fairly. Encouraging open dialogue and actively listen to diverse viewpoints which can help create an inclusive atmosphere.
3. **Equal opportunities:** You can ensure that all team members have equal opportunities to participate and excel, regardless of their background or identity. This can involve speaking time, assigning leadership roles, and recognition of individual achievements.
4. **Celebrating differences:** You can organise activities or events that celebrate the diverse backgrounds and talents of team members. This can include cultural exchange days, where individuals can share their traditions, or incorporating diverse perspectives into training sessions and game strategies.
5. **Addressing discrimination:** You can be proactive in addressing any instances of discrimination or bias that may occur within the team. This can involve implementing clear policies against discrimination, providing training on diversity and inclusion and taking appropriate action when incidents arise.

By actively promoting diversity and inclusion, as coaches and mentors we can create a positive and inclusive environment that fosters personal growth, teamwork, and respect among team members.

Quote:

"Diversity is the mix. Inclusion is making the mix work."

Andres Tapia

IT COMMITTEE

Exciting times ahead with our Website!

We've made good progress on updating our website. We've identified a list of key areas to

address, and we're currently looking for providers to assist us.

The changes we're making will make it easier for members to find the information they need and to collaborate on projects.

Google Drive Migration

We've also defined file structures and will be reaching out to the portfolio heads to start assisting in implementing this. We're going to provide support documentation and training links to assist in the process.

We plan to move COMENSA to the cloud for meetings, documents, and file sharing. This will make it easier for members to access their files from anywhere, and it will also improve security.

Thank you for your patience as we make these changes. I'll be providing more updates in the coming weeks.

If you have any questions or feedback, please don't hesitate to reach out to me.

Lloyd Poleman
Chair of IT
it@comensa.org.za

MCSC COMMITTEE

MCSC – Membership Criteria & Standards of Competence Committee

Taking Charge of your Professional Journey

'Celebrate what you have accomplished, but raise the bar a little higher each time you succeed', Mia Hamm

As a Coach or Mentor, how Professional are we? How responsible are we? How does our responsibility relate to our Profession as Coach or Mentor?

We have high expectations from our clients, should we not therefore also have high expectations of ourselves?

In saying this, when it comes to renewal of COMENSA membership, this often is overlooked or forgotten, and then it causes extra administrative tasks to get the membership re-instated.

And recently this has happened to members holding a Professional Designation, and the 3-year

cycle is complete and the renewal is due, and when we send out a notification, often receive an unkind reply. The responsibility is with YOU as a member to check when your renewal is due.

And a very important requirement for renewal of a Credential, is that your CPD points is up to date. Please take a couple of minutes to review the CPD Policy at <https://www.comensa.org.za/wp-content/uploads/2023/03/MCSC-Policy-Criteria-05-Continous-Professional-Development-March-2023.pdf>. And one of the important requirements is the 12 points for Supervision. We have addressed CPD on various occasions and have urged members to update it regularly and not wait for the time of renewal. The fact is that CPD is not only for renewal, but should be seen as YOUR growth, learning and development as a Coach or Mentor.

I therefore urge you to check your Membership expiry date, your Credential expiry date, and your CPD points status.

MCSC Webinars

19 September 2023 @ 13H00-14H00 – The importance of Emotional Intelligence in the Workplace, presented by Gizelle McIntyre.

Recently Credentialed Members

Congratulations to our Credentialed Members who have renewed their Professional Designation during the month of August.

Mandy Johnson – COMENSA Master Coach
Philip Collier – COMENSA Senior Coach
Rosa Zimmerman – COMENSA Credentialed Coach

We would like to see you start the process this month to be Credentialed. Remember, you are doing it for YOU.

If you need assistance or would like encouragement to become Credentialed, email me at mcsc@comensa.org.za

André Retief

MCSC Chair

mcsc@comensa.org.za

SUPERVISION COMMITTEE

Be in Supervision

Supportive ■ Transformative ■ Qualitative

Our Recent/past Events

SPC joined hands with the Limpopo chapter to deliver a valuable and insightful evening of supervision practice. Twenty-five souls were in the room when the doors closed. Dr Philip Ridgwell, member of the Supervision Portfolio Committee (SPC) led the session with flair and had the room engaged throughout. Many nuggets were shared before the event closed. Several coaches took up the opportunity for a free thirty-minute supervision session with Dr Phil to close off any open aspects from the session.

Forthcoming Events

1. Join us for our next event on September 19th in collaboration with the Western Cape chapter. Look out for the invitation! **'Discipline in the Workplace'** presented by Bruno Bruniquel. There will be an opportunity to experience supervision in breakaway rooms.
2. Community of Practice: Our first COP group is off to a great start. We are looking to create our second group of practice. If you are a keen supervisor and looking to join a closed group in our community of practice, please reach out to the Supervision committee or contact Kirti Carr directly on kirti@lightsanctuary.co.za.

“Did you know you can still receive value from supervision if you are not coaching much, you are a new coach or still a student?”

RESEARCH

COMENSA Newsletter – Sep2023

Mentoring

Alison Theaker recently did research on the dynamics of mentoring for women entrepreneurs and its role in entrepreneurial success. Alison provides an interesting diagram of these dynamics on page 13 of the paper. The most important aspects which may lead to success for entrepreneurs include peer mentoring, practical advice, maieutic mentoring, role models, and

personal motivation. These are of course over and above other business aspects, such as having an innovation business idea, supported by strategic and operational planning, and the required financial resources, amongst others.

Two items from the research I would like to highlight:

- Entrepreneurs found both non-directive maieutic (Socratic questioning mode of enquiry) and the more directive advice-giving mentoring styles valuable. As much as entrepreneurs appreciate assistance through an almost coaching-based mentoring approach, they often stress the importance of practical help and advice.
- As much as one would expect that gender is important, i.e., female mentors for female entrepreneurs, the participants in this study felt that this was not important at all. More important is the availability of a peer mentor, someone who has been in a similar business environment and has the experience.

The research can be found at <https://doi.org/10.24384/jbra-zt25>

Coaching

For some years now I have been feeling a discomfort with the general definitions of coaching focusing on achieving goals only. Often, this is interpreted in a performance management approach where I use coaching in situations where I want to improve or perform in a more effective manner.

In the Jun 2023 COMENSA Newsletter, I highlighted an article on 3 coaching strategies – first, second, and third generation coaching. [Another article by Stefanos De Dominicis and Reinhard Stelter](#) expands on this, particularly how Socratic questioning can be used for a new purpose in coaching (other than just achieving a goal).

First-generation coaching is focused purely on achieving a goal (typically a GROW model approach), followed by second-generation coaching focusing on the systemic environment of the coachee, including the coachee's family, groups, organisations, community, and socio-cultural environments). This approach is characterized by approaches such as solution-focused and positive psychology coaching.

Third-generation coaching is a philosophically inspired form of coaching and focuses on values and meaning-making for the coachee, and has a foundation of reflexivity. Both coach and coachee share their experiences, considerations, and reflections, and both engage in self-reflection and shared reflection, which may result in new perspectives for both coach and coachee. The content of the conversations revolves around the meaning of various life experiences and the values informing these. The outcome of these coaching conversations is not an action plan to achieve a SMART goal. The outcomes are rather to achieve new interpretations of reality; new perspectives on our existence; and new possibilities of potential actions. The coachee gains a values-based self-understanding and a meaning-associated direction to their problems and challenges, which in turn facilitates their decision-making and related actions.

With the above, I am arguing that the original goal-only-focused approaches to define coaching has become outdated over time, as we got to understand coaching better through experience and through research, and that it may be time to review the context of how we explain coaching to new coaches, and to the general public (our clients).

By Jacques Myburgh
Acting chair
COMENSA Research Committee

Request for research participants

Dear Coach,

My name is Jennifer Pogisho, I am a student at Stellenbosch University currently pursuing my Master of Philosophy degree in Leadership Coaching under the supervision of Dr John Morrison.

I hereby kindly extend an invitation to you to participate in a research project titled: ***The impact of conflict coaching on leaders' ability to handle high conflict situations effectively.***

Conflicts are a part of human interactions and can have negative or positive outcomes either on individuals involved in the conflict or organisations where conflicts take place. The outcome of a conflict situation largely depends on how it is handled or managed and the responsibility for managing conflicts almost always falls on the leaders.

This research aims to investigate the impact conflict coaching can have on leaders' ability to handle high conflict situations effectively.

You are eligible to participate in this study if you can be reasonably regarded as an expert in the domain of coaching where conflict is an issue, and if you are a qualified coach with COMENSA and have at least three years or more experience in the area of coaching where conflict is a concern.

Should you decide to participate you will be expected to take part in an approximately 60 minutes long open-ended interview where you will share your experiences, knowledge, and perspectives regarding coaching in high conflict situations. The interview will be conducted via MS Teams

Your identity will be kept confidential, as well as the identities of clients, any identities of organisations or the clients you might be affiliated with.

Thank you for your consideration of my request.

If you are willing to participate in this study, please contact me, Jennifer Pogisho, at 26760096@sun.ac.za

or

+264 811 249 597

for further information about my study and the consent forms.

MARKETING COMMITTEE



LeaderEx is almost here and you are invited to attend on the expo running from 12 – 14 September.

As you know by now, COMENSA will be taking part again at this year's LeaderEx at the Sandton Convention Centre in the COMENSA Coaches Corner and we will be represented at the COMENSA expo stand on the 12th & 13th of September.

We have 24 volunteer coaches who will be joining us this year to support COMENSA in this very important awareness drive. Through their coaching, these coaches will give the general public attending the expo the chance to experience coaching first hand, in our Coaching Corner, creating awareness not only for COMENSA but for coaching as a whole. We encourage you to come a long and support our coaches and see what the event is all about, as there will be some very interesting talks on various topics over 3 days. Please click on this link to get more information on exactly what else you can enjoy as a COMENSA membership.

<https://www.leaderex.com/sectionevents.aspx?s=65>

Entry for COMENSA members is free you just need to register using this link <http://www.leaderex.com/register> and use COMENSA as the invite code.

We hope to see you there and experience new learnings and networks.

Marketing quote of the month: “Never pass up new experiences (Scarlett), they enrich the mind”. – Margaret Mitchell in “Gone with the Wind”

Have a great month.

Sally Witherden
Marketing Chair

PROFESSIONAL CONDUCT PORTFOLIO COMMITTEE

COMENSA Professional Conduct Committee

Newsletter: September 2023

Janice Hanly - Secretary

As the saying goes, "Many hands make light work" and as we "optimistically" step into spring of 2023 we are overjoyed and grateful to announce the arrival of our new member Pearl Tshabalala who has joined our committee. We'd like to say a huge welcome to her this month.



Pearl Tshabalala

Social Worker in private practice & Leadership Coach at Emandla Akho

A little about Volunteering and what it means.

In volunteerism

research: <https://www.sciencedirect.com/science/article/pii/S2212420915300388?via%3Dihub>

'Volunteering means any activity in which time is given freely to benefit another person, group or organisation' ([93], p. 215).

'Volunteerism has four important attributes... First, it is a planned action; people think and weigh their options before they make the decision to volunteer... Second, volunteerism is a long-term behaviour; most people who volunteer continue this activity for an extended period of time... Third... volunteering involves 'non-obligated' helping... [and fourth] it occurs within an organisational context' ([63], p. 646).

'Volunteerism refers to freely chosen and deliberate helping activities that extend over time, are engaged in without expectation of reward or other compensation and often through formal organisations, and that are performed on behalf of causes or individuals who desire assistance' ([82], p. 3).

All the Volunteers on each committee of COMENSA give of their time and are dedicated to upholding the professionalism of the Coaching and Mentoring profession.

At the same time, they are acutely aware that being somewhat in the spotlight, they need to be very conscious of maintaining the highest code of moral and behavioural coaching standards to always ensure that they are setting a great example to each and every one of our members of COMENSA.

If you wish to join a great group of volunteers, please do not hesitate to contact us at the following email address: pcc@comensa.org.za

SOCIAL AND ETHICS COMMITTEE

Ethical Responsibility of Coaches and Mentors in South Africa



In last month's article we looked at our community's **ethical obligation** in the South African context, this month we will delve into our **ethical responsibility**.

The role of a coach or mentor is critical in the development and growth of individuals in various fields. In South Africa, with its intricate tapestry of cultures and histories, this role is even more significant. The ethical and legal responsibility we bear as professionals is paramount, ensuring that we not only guide our coaches/mentees but also protect their rights and welfare.

Ethical Responsibility:

Confidentiality: The relationship between a coach/mentor and their client is usually based on trust and confidentiality. Disclosing notes without the client's consent will breach this trust.

Trustworthiness and Integrity: Coaches and mentors should act with the highest level of honesty, ensuring that our clients trust us. This involves confidentiality and a commitment to telling the truth, even when it might be uncomfortable.

Respect for Individual Rights: South Africa's history, marked by apartheid and racial discrimination, necessitates that coaches and mentors actively promote understanding and respect among different racial and cultural groups.

Avoiding Exploitation: Given the power dynamics, it's essential for coaches and mentors to avoid any form of exploitation. This could range from financial impropriety to emotional manipulation.

Competence: It is our duty to stay updated with best practices, skills, and knowledge relevant to their domain, ensuring our clients receive high-quality guidance.

Legal Obligations:

South African law, though not having explicit legislations targeted at coaches and mentors, does provide guidelines that can be applied:

Constitution of South Africa: As the supreme law of the country, it ensures that everyone has the right to equality, privacy, and dignity. Any act by a coach or mentor that infringes upon these rights can have legal repercussions.

Protection of Personal Information Act (POPIA): Any personal information shared between the mentee and the coach is protected under POPIA. It requires that this data be kept secure and not disclosed without the individual's consent. If your notes contain personal information about a client, they would generally be expected to protect that information. *However*, the Act also recognizes that sometimes personal information might need to be processed (which includes disclosed) to "comply with an obligation imposed by law". This means that, if legally required (e.g., by a subpoena), you might need to disclose such information. If a coach/mentor is subpoenaed, you might have to balance your ethical obligations towards your client with your legal obligation to comply with the subpoena. You might want to seek legal advice on how to navigate this situation.

Labour Relations Act: In an organizational context, coaches and mentors must be aware of the rights of employees under this act.

Basic Conditions of Employment Act: This act sets out the conditions of employment, and coaches/mentors, especially in corporate settings, should be aware of these when guiding their coaches/mentees on workplace issues.

Children's Act: For those coaching/mentoring minors, this act sets out principles to ensure the safety and well-being of the child. It emphasizes the need for proper consent and ensures protection against maltreatment, neglect, abuse or degradation.

The role of coaches and mentors is filled with responsibility, both ethically and legally, however we must always be conscious of the broader socio-cultural context of South Africa, ensuring that our guidance adheres to the highest ethical standards and respects the laws of the land.

CHAPTER CHATTER



.The Chapter successfully hosted an Event Presentation on “**Personal Branding in the digital age for Coaches and Clients**”, by Linda Magennis, which was held on the 22nd of August 2023. Linda shared some insights on how to be conscious about the impact of digital presence on both our personal and company brands in the digital space. She also reminded us that our home background is in fact NOT our Brand.

She further shared nuggets on how to create digital touchpoints to build trust and provide assurance conducive to effective Coaching engagements, how to apply non-gimmicky solutions for Coaches with specific reference to creating the Human Touch online as well as how to master the Lights, Camera, Audio and Action required in ‘Small Screen’ WFH Online engagements.

Our next event brings us excitement because it talks to the opportunity to continuously improve the standard of coaching. This event is the collaboration with Supervision and it will be held on the 10th of October. More details will be shared soon.

Key Priorities for the Month

Gauteng has 53% of active members with 12% of these being credentialed members. It is known that the province generates a bigger percentage in terms of the country’s GDP stats which means that potentially there are more clients that require coaching services in the province. Our country’s economy requires constant injection and one way is building leadership quality that is prepared to create an environment that is conducive to growth. Coaching is one of those tools that can guarantee change. It is for this reason that elevated the need to increase

membership a number one priority for the chapter.

Our plan is to further engage with National to find ways to **One**, retain our current members and convert them to a higher percentage of participation to strengthen the brand and **Two**, to attract more members. We also plan to increase our collaboration with other chapters to find ways of building the brand. We will share more of these endeavours in our next newsletter. We wish all members a blissful Spring and may we continue making a difference in people's lives through mind shifting conversations not forgetting to care for our environment.



September 2023 WC News

Hello to All from the Western Cape!

Although very cold in the Western Cape over the last week, spring is in the air; the sun is coming up earlier and setting just a little later, and we are seeing a lovely smattering of spring flowers around. And with spring comes the promise of change, warmer weather and new life. What new life and opportunity does it offer you?

As coaches, we often find ourselves working in interesting organisational contexts – I'm sure we find them both interesting and challenging.

Our next event in the Western Cape takes will be presented by Bruno Brunequel who will speak to us about **The Role of Coaching in maintaining workplace discipline**. With his many years of experience as a SABPP Chartered HR Practitioner, Bruno has many insights that has enables him to help us think about how we can support our clients to create a positive organisational climate whereby employees are self-disciplined and motivated.

Keep your eye on your emails for more details and speaker information, and for now, save the date.

DATE : Tuesday 19 September 2023

TIME : 18h00

VENUE: Online

We would love to hear from you – if you have any feedback, questions, concerns, please do feel free to reach out to any of the Committee Members. You can find email address on

the [COMENSA About US](#) page.

Sending you all best wishes,
Claudio, Teresa, Paul and Merlinda



September 2023: Newsflash – KZN Chapter

Spring! A season of renewal and rejuvenation!

As the days lengthen and the weather warms up and early spring flowers show themselves, our spirits begin to soar and suddenly our whole perspective can change.

In the words of Leo Tolstoy "**Spring is the time of plans and projects.**" In this spirit your chapter committee is spending the 8th of September planning and coordinating events for the 2024 year in collaboration with all other chapters.

Our Chapter Chair, Alison kicked off the meeting with 3 Springtime journaling prompts that we could use ourselves or with our clients:

- **What would a "spring clean" of your life look & feel like?**
- **What is currently cluttering your mind?**
- **In what areas might you need to take a "breath of fresh air"?**

Our event by Kim Knight entitled ATTRACTING CLIENTS MADE SIMPLE: HOW TO GROW YOUR BUSINESS did not disappoint. Kim provided both simple and practical tips to grow our client base. The number one thing she emphasised was to know our niche. This is non-negotiable.

Kim also shared with us the top 5 mistakes that we make. These are:

- Not dedicating enough time to sales - 60 to 70% of time must be for sales.
- Hiding behind the computer – physically present yourself to potential clients and networking events.
- Operating in cautious mode - only creating content/programs when there is a need.
- Not learning how to sell and network properly.

- A hasty use of a wide range of sales techniques instead of carefully committing to a few.

We were also given insight into the ABC method of getting constant clients

- A – Attract attention with marketing strategies.
- B – Bond with clients via sales conversations and networking
- C - Close the deal. Outline your offering and be ready to sign your client.

No doubt both experienced and not so experienced coaches and mentors took something home from this talk.

It was wonderful to see the increase in the number of participants for the August event and we hope that you will continue your support for future events.

The next KZN Event 26 October 2023 - Multiple Brain Integration Techniques.

September does however bring with it Heritage day – a day on which we are unified in celebrating our different cultures and the [diversity](#) of our beliefs and traditions. As coaches and mentors, we may use similar knowledge and techniques such as NLP, mindfulness etc. in our coaching sessions but it is our different cultures, backgrounds and beliefs that make each coach or mentor truly different from another.

Enjoy the upcoming public holiday and long weekend.

Mindful reflections

Alison Coates (Chair), Rajeshree Dessai (Deputy Chair)



COACHES AND MENTORS OF SOUTH AFRICA: LIMPOPO CHAPTER: 2023

Hello to Limpopo Coaches and Mentors,

Suddenly Spring sprung! As we count our gains let me remind our members of the following:

1. Coaching and mentoring Ecosystem

In this Newsletter, we highlight some of the benefits of being a member in good standing:

- Increasing Coaching efficacy: Coaching is a journey of incessant learning and development. Self-efficacy increases as a coach subscribes to lifelong learning. As we live in the era of the information society, increasing self-efficacy become a critical skill for every coach. The coaching fraternity has gone global, therefore emerging coaches need to be competitive and believe in self/.
- Sense of belonging: The COMENSA monthly events provide the necessary support and security as there is a sense of belonging and inclusion as well as a sense of identity. Buyers of coaching are more comfortable working with a coach who belongs to a controlling body. Coaching is a relational practice where coaches thrive in the community of other coaches.
- Thriving within the community of Practice: Within COMENSA Chapter events members share experiences and learn from one another. No one individual knows it all! I learn from you, and you reciprocally learn from me.

The monthly events help members across Chapters to share and learn from one another. Remember the African Proverb: *If you want to go fast go alone: but if you want to go far go together.*

Finally, may I please request the following:

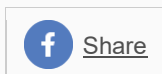
- Members should check and renew their memberships on time.
- That members who need to start the credentialling journey, please do so.
- That members should consider attending events organized by other Chapters.

Should you have any inquiries on the Chapter activities please contact us or COMENSA Administrator at lpchair@comensa.org.za or administrator@comensa.org.za

A big thank you to our Limpopo Chapter Committee members, Deputy Chairperson, Limpopo Chapter Secretary, and our Membership Secretary for their incessant support.

LIMPOPO CHAPTER CHAIRPERSON-0836996600
REUBEN RAMMBUDA
COMENSA MASTER COACH 3179

Veronica Wantenaar
COMENSA Acting President



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