



March 1, 2019

To Whom It May Concern

On behalf of YWCA Metro Vancouver, I am pleased to support the nomination of ICF Vancouver Coach-Giving Leadership Program for the **2019 ICF Global Chapter Award**.

The development of people is critical to the YWCA's strategy given the skills and abilities required when working with complex and sensitive issues of the single mothers and children that the YWCA serves. The ICF Coach Giving Program has been an important component of the YWCA Metro Vancouver's ability, to provide leadership development to employees identified as high potential or potential successors.

For the past two years, we have been a part of ICF Vancouver's coach giving program and the opportunity to have employees be matched with a coach who is focused on their career goals and objectives is significant. To date, we have had over 15 leaders who have been through the program and the following testimonials speak to the value of this program.

*The ICF Coach Giving Program was a wonderful experience. I really appreciate the vetting process which narrowed down the list of coaches that would be best suited for me and in turn from the list, I had the freedom to choose the candidate that seemed most aligned with my leadership style. Also during this program, I gained further clarity about my leadership values and practices while challenging me to look at different areas that I might want to shift. The program was a great opportunity for me to put into practice setting aside time from the daily demands to evaluate goals and priorities intermittently. After having completed the ICF Coach Giving Program I feel better equipped in my ability to continue my growth as a leader in the workplace.*

*My coach was very professional and insightful. His suggestions and tips were very helpful in my growth.*

*My experience with the ICF Coach Giving Program was excellent. My coach, was supportive from the very beginning. With her support I was able to define specific and measurable personal and career goals. She supported my process in defining the steps and actions needed to move toward my goal and to determine how I would know when I reach my goal.*

*My coaching sessions was a very positive experience. Especially the sessions around the situational leadership model, based on complexity of tasks and the competency and commitment of the team were extremely useful. I have successfully implemented different tools from those sessions afterwards.*

*I appreciate the opportunity I had to participate in the ICF Coach Giving Program last year. These sessions were valuable as they helped me define and work on areas I wanted to develop in my career and personal life. My coach and I had 8 discussions about topics like staff engagement, leadership, productivity & time management and career development. It was a collaborative process and she encouraged me to develop my own goals for the sessions and*

*kept me accountable during our meetings. My coach had exceptional listening skills, was professional, and sent me a written re-cap after each session to remind me of my action items. She recommended reading, provided encouragement and gave new perspectives on some of the topics we explored. I benefited from the process and encourage others to participate in the program.*

*The coaching process has been incredible. I have been able to confront deep patterns of interaction, relation and communication that have existed (and tripped me up) for many years. The process has become quite spiritual as I have been guided to notice themes of anger and forgiveness, ego versus connection and ill will versus compassion. I am able to practice new ways of interacting and communicating and although I will still need practice and am by no means perfect, I am confident that the skills I am learning through the coaching process will aid me in being a better person in all my relationships, both professionally and personally. Thank you again for this opportunity.*

*I had a positive experience with the ICF Coach Giving program and am grateful for the opportunity. From the beginning my coach developed a relationship and process that harnessed a deeper level of learning about myself and how to be most effective in my role. I had transitioned into a leadership role recently and with the help of a coach, was able to navigate through the intricacies of going from a peer to a manager. I built valuable skills around communication, management and problem solving. I would recommend it to both emerging and existing leaders.*

We are deeply grateful for the ongoing support we receive from ICF Vancouver Chapter Coach-Giving Leadership Program. It is a joy to work with the ICF Coach-Giving Portfolio Director, Dr. Sunaina Sharma who proudly represents her coaches. I am delighted to endorse this nomination for the ICF Global Chapter Award 2019.

Yours truly,



Michelle Sing  
Vice President, Human Resources, Volunteers, Communications and Crabtree Corner Community