

ICF CONVERGE

OCTOBER 23-25, 2025 • SAN DIEGO



Empowering People Within: Building Culture and Centering Humanity with an Internal Coaching Program

Increasing Retention, Engagement, Performance, and Culture



NYC Public Schools Educational Leadership Executive Coaching Team



**EDUCATIONAL
LEADERSHIP**
EXECUTIVE COACHING

Empowering People
Centering Humanity
Building a Coaching Culture



Purpose:

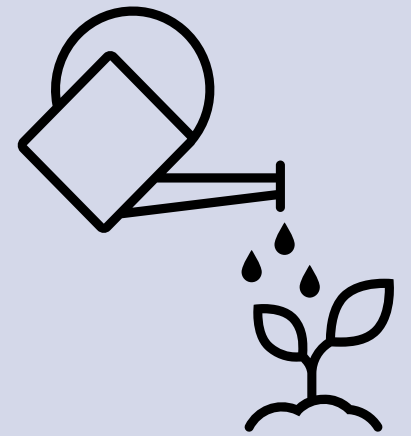
Build a Coaching Culture
Center Humanity
Empower People



Vision & Mission

Vision: Foster a sustainable coaching culture that empowers individuals to think, dream, act, and reflect—benefiting every student, family, and community.

Mission: Provide ICF-accredited, equity-centered coaching that strengthens leadership across schools and districts.



Why an internal coach education program?



- Retention
- Engagement
- Performance
- Positive Work Culture
- Cost effective

Background & Context

Our Organization's Leadership Landscape

- 75,000 total staff members.
- 6,000+ identified leaders.



X 1000



Students

The Challenge: Early-career leaders often leave before their third year (Chang & Pinkard, 2023). Reasons: isolation and feelings of being overwhelmed (Cone, 2014; Finnigan & Daly, 2017).

Our Solution: Coach education and coaching is a core strategy to support leaders and meet organizational priorities.

Getting to "Yes"



Anticipate Obstacles: Proactively surface potential objections and barriers.

Strategic Preparation: Clarify value, define success, and outline needs.

Stakeholder Mapping: Identify key decision-makers, champions, and influences.

Structured Development: Comprehensive, systematic, core competency-based approach to coach development.

Coach Choice: Clients select their coach, enhancing the relationship and engagement.

Selective Hiring: A rigorous multi-step process aligned to ICF standards and internal expectations.

Establishing and Sustaining the Program

Accreditation Journey with ICF:

- 2014-2018: Pilots and study
- 2019: ACSTH Accreditation
- 2021: ACTP Accreditation
- 2022: Level 1 & Level 2 Accreditation
- 2023 (Ongoing): 34 CCEUs
- 2025 Level 1 & Level 2 Renewal

ICF Accreditation = Credibility, Sustainability, Equity, and Access.





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Impact

- ★ 200+ experienced leaders are credentialed or working towards ACC, PCC, or MCC.
- ★ Since July 1, 2018:
 - Internal coaches have served an average of 390 clients annually.
 - Averaged 2,293 interactions annually.
 - Statistically significant increases in
 - Retention
 - Student achievement
 - Instructional Self-efficacy

Perspectives

"The... coaching skills and racial equity training...prepared me for my work during the past two years coaching new [leaders]. It really sharpened my own leadership skills and...motivated me."



Coach

"While I've only had a few sessions with my coach, I've enjoyed each one. I learned something new each time, and [I]left the session feeling more empowered."



Client

Call to Action



What's Possible for Your Organization?

How could an internal coaching program transform your leadership development?

References

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