

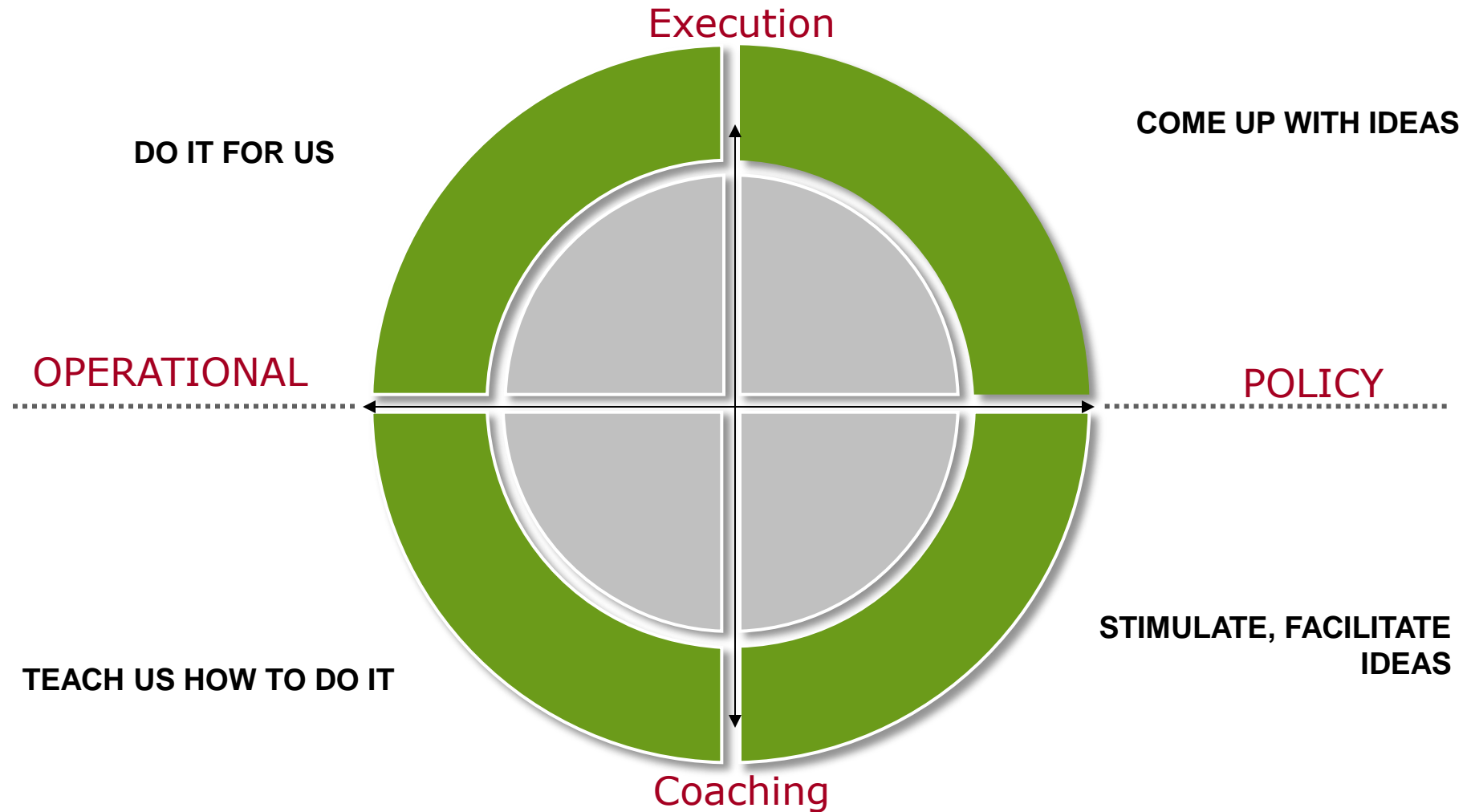
Common Assessment Framework: the reference model for total The quality management in the public sector in Europe and the Asian Productivity Organisation's Public Sector Framework.

Presentation 8

Profile of the internal coaches and future role

Patrick STAES
Nick THIJIS

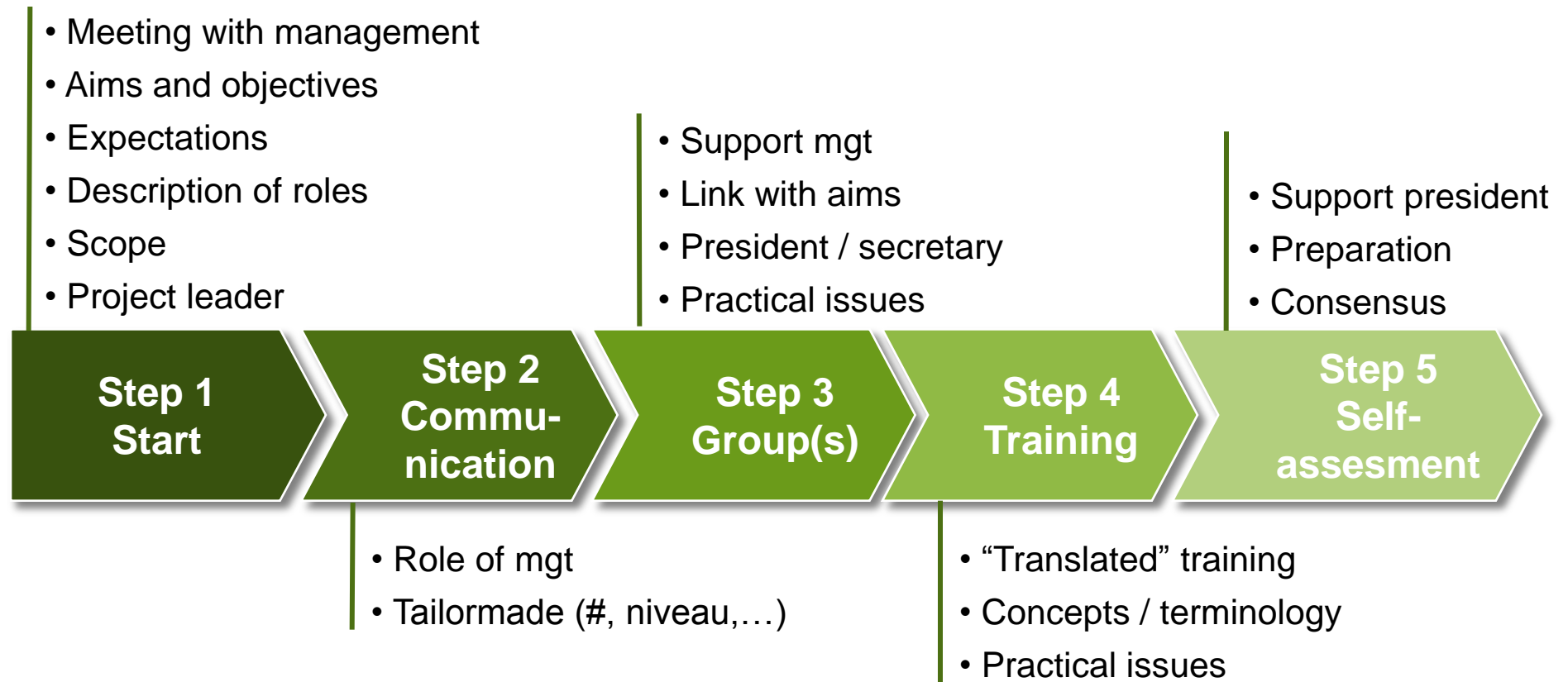
Different roles



The internal coach

- **Guarantee Management Commitment**
 - Understanding the aims
 - Commitment through the process (start, conclusions & follow-up)
 - Show commitment to the organisation (communication, role,...)
- **Support president and secretary**
 - Assurance of the process (achieving results within the foreseen time)
 - Guarding the dynamic of the group / process
- **More technical / methodological expert than content expert**
 - Insight in model (criteria / subcriteria) NO “*modelfetisjisme*”
 - Inspire with ideas / proposals
 - Capture and translate areas and actions
- **Personal and social skills**
 - Communicative
 - Guiding / facilitating

CAF process and the role of the coach



See also evaluation questionnaire PEF

CAF process and the role of the coach (2)

