**HOME | Make positive steps forward**

Coaching and Consultancy Cuzco S.A.C. offers goal-oriented and personal coaching to help you make progress in your professional and/or private life. Together, we will take a closer look at your current functioning, recurring obstacles, pitfalls and opportunities for change. Even organizations as a whole might notice that change is desired to optimize the organization’s functioning.

As a coach I am an entrusted sounding board with a ‘fresh’ and unbiased viewpoint and a constructive approach.

I offer a wide range of coaching areas, such as

* Personal effectiveness
* Team-effectivity/team-building
* Development of competences
* Career guidance
* Communication skills
* Establishing and guiding the human resource policy and annual planning cycles
* Recruitment and selection processes, Job evaluation conversations and job interviews
* Organizational analyses (audits)
* Organizational change and/or development consulting

Vision:

Individuals and organizations are strongly intertwined. The nature and attitude of the staff mostly determine the functioning of an organization. If employees function well, the organization will experience the positive effects as a result. Vice-versa, if an organization performs poorly, the employees will be sensitive for this and perform poorly due to poor motivation.

When individuals feel passionate about engaging themselves in activities, they will create their own opportunities to stimulate personal growth; they will look for possibilities to develop qualities that have not blossomed yet. An organization always benefits from this. The fundamental idea of coaching is to expand one’s consciousness regarding attitude and personal development, on individual level, team level and organizational level.

*“Coaching” means guiding people in situations that arise in life, in order to make positive steps forward. People might sometimes need goal-oriented and personal coaching to make progress in their professional and/or private life. The background can be professional, personal or even a combination of both. Someone might need a confidential and independent sounding board to take a closer look at his functioning.   
Even organizations as a whole might notice that change is desired to optimize the organization’s functioning. This requires a diagnosis of the organization and insight into the possibilities for change.*

*Engaging in a coaching process can provide an answer to this need to focus on one’s current functioning, recurring obstacles, pitfalls and opportunities for change.   
Employing an external facilitates that neutrality and confidentiality are guaranteed. The client will recognize an entrusted sounding board with a ‘fresh’ and unbiased viewpoint and a constructive approach.*

**SERVICES**

My goal is to uncover your qualities and help you and/or your organization to express and perform them. Reflecting on your attitude and behavior (and its effects) encourages you to find the strength to express hidden qualities. In coaching, trainings and management development, the interaction between the human part and organizational part is central.

Coaching is dedicated to individual development, but can also be offered in the form of team coaching and trainings to several people at once.

**Individual/team coaching**

Individual coaching is aimed at a new perspective and a more effective functioning.

* Most direct way to acquire self-knowledge: gain insight into your own qualities, actions, pitfalls and beliefs.
* Achieve desired change in your thoughts and attitude.
* Start functioning and taking responsibility as a leader in an effective way!

I also offer group trainings or team coaching sessions. The advantage of this approach is that the actions and behavior of the team members happen directly in the group.

* Develop personal effectiveness within a group of people
* Learn to cooperate with team members
* Work on communication within the team
* Team-building activities
* Organizational development (e.g. in an organizational change process)

*The process*

1. Intake session during which we talk about the issues, the coaching question, the approach, (mid-term) evaluation and testing. If necessary, you carry out an assessment as a starting point for the coaching trajectory.

2. 8 sessions of about 1 hour (on average) – we determine the frequency together.

The agreements are proposed to the employer for approval.

The individual approach in coaching has the advantage that it is the most direct way to have people acquire self-knowledge. I will motivate you to achieve the desired change in thought and attitude. The keywords for this process are *insight* and *attitude*, aimed at a new perspective and a more effective functioning.Insight into one’s own qualities, actions, pitfalls and beliefs – on personal or organizational level – provides the means to work on one’s attitude: exploring the possibilities to make new choices and change behavior to start functioning and taking responsibility as a leader in a more effective way.

When multiple persons want coaching at the same time, they can opt for group trainings or team coaching sessions. Such trainings can have comparable approaches, for instance developing personal effectiveness within a group, cooperation with team members, communication within the team, team building and organizational development (e.g. in an organizational change process). The advantage of such a group approach is that the actions and behavior of the team members happen directly in the group.

**Management advice**

Management consultancy is focused on the development of an organization as a whole.

Even organizations as a whole might notice that change is desired to optimize the organization’s functioning. This requires a diagnosis of the organization and insight into the possibilities for change.

The process of advising an organization is naturally determined by the specific need or question of the organization.

1. Intake session to map out the issues encountered by the organization that need resolution. If necessary, we do a short organizational diagnosis in order to get a clear understanding of the bottlenecks and desired changes

2. Hoeveel sessies? Is daar iets over te zeggen?

The next step is to have the contents and outline of the process reviewed by the employer.

The process of advising an organization is naturally determined by the specific need or question of the organization. Normally, an intake session will take place with the managing director or management team to map out the problems and issues encountered by the organization that need resolution. Possibly a short organizational diagnosis needs to be done in order to get a clear understanding of the bottlenecks and desired changes. For management advising, common organizational models will be used that are utilized for establishing organizations, audits and organizational changes.

*The objective of Coaching and Consultancy Cuzco S.A.C. is to uncover the qualities of people and organizations and help them to express and perform them. Reflecting with the client on their attitude and behavior and its effects encourages them to find the strength to express hidden qualities. Coaching is dedicated to individual development, but it can also be offered in the form of team coaching and trainings to several people at once.*

*Management consultancy is focused on the development of an organization as a whole. In coaching, trainings and management development, the interaction between the human part and organizational part is central.   
Individuals and organizations are strongly intertwined. The nature and attitude of the staff mostly determine the functioning of an organization. If employees function well, the organization will experience the positive effects as a result. Vice-versa, if an organization performs poorly, the employees will be sensitive for this and perform poorly due to poor motivation.*

*When individuals feel passionate about engaging themselves in activities, they will create their own opportunities to stimulate personal growth; they will look for possibilities to develop qualities that have not blossomed yet. An organization always benefits from this. The fundamental idea of coaching is to expand one’s consciousness regarding attitude and personal development, on individual level, team level and organizational level.*

**Portfolio**

**Methods**

I use several theoretical frameworks, such as vision of non-duality, system thinking, biographical analysis, rational emotive analysis, core quadrants and the dynamic judgment-formation model. Making a “personal profile” ( or “Insights Discovery”) and exploring the relevant areas for development can also be useful.

**PROFILE**

**Profile of *Coaching and Consultancy Cuzco S.A.C.***Coaching and Consultancy Cuzco S.A.C. is a small company aimed at personal and organizational development. My name is Anna Kitselaar and I am Dutch from origin. I have been living in Cuzco, Peru, for several years. I offer life coaching, career advice, trainings for individual and team’s development, and management consultancy for organizations, including audits.   
The keywords ‘development’ and ‘international’ play a central role in my career: I have a broad experience in coaching and consultancy for personal and organizational development throughout Latin America and the Caribbean.  
At the start of my career I worked in a NGO for development, based in the Netherlands, where I worked in areas of monitoring and evaluation of development projects in Latin America, Central America, Brazil and Africa. After this, I worked five years as internal auditor in several ministries of the Dutch government, where I obtained a lot of experience in diagnosing, evaluating and advising on organizational topics. My experience in audits and management consultancy showed me that the functioning of an organization is mostly determined by the attitude and professionalism of the people involved in the organization – everyone from top to bottom. This vision has lead me to focus on personal leadership and development and organizational development as intertwined areas. In the Netherlands I worked as Management Development Advisor for top executives within the Dutch central government, in the area of recruitment and selection processes, career counseling and personal development of the top management of the Dutch government. Since 2005 I have been working in the Caribbean and Latin America as personal coach and consultant in the areas of personal and organizational development, primarily for NGOs and local municipalities.   
I feel very committed to offer my all-round international experience to the development of people and organizations.

**REFERENCES**

**In April 2008, Anna Kitselaar was interviewed by Maya Mathias for the Dutch magazine ‘Coaching’.**

**Contact**

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Coaching & Management Advice Bonaire Ltd. is a consultancy agency for personal and organizational development on Bonaire and the rest of the Dutch Caribbean. I am specialised individual coaching, career guidance, trainings for team and organizational development, organizational advice and advice with audits.