

“Management of adult education organizations”

Seminar

3rd partners meeting

27-28/06/2016

Nicosia, Cyprus

Mentoring & Coaching Skills

Learning and pleasure
go hand in hand but
pleasure
should lead the way

William Wordsworth

Programme

- Challenges facing as Teachers
- Appreciate the role of mentor, coach, trainer
- Understand the benefits of a mentor / coach approach
- Outline the characteristics of an effective mentor / coach
- Practice with Role Playing

We are different / different agendas

Teachers

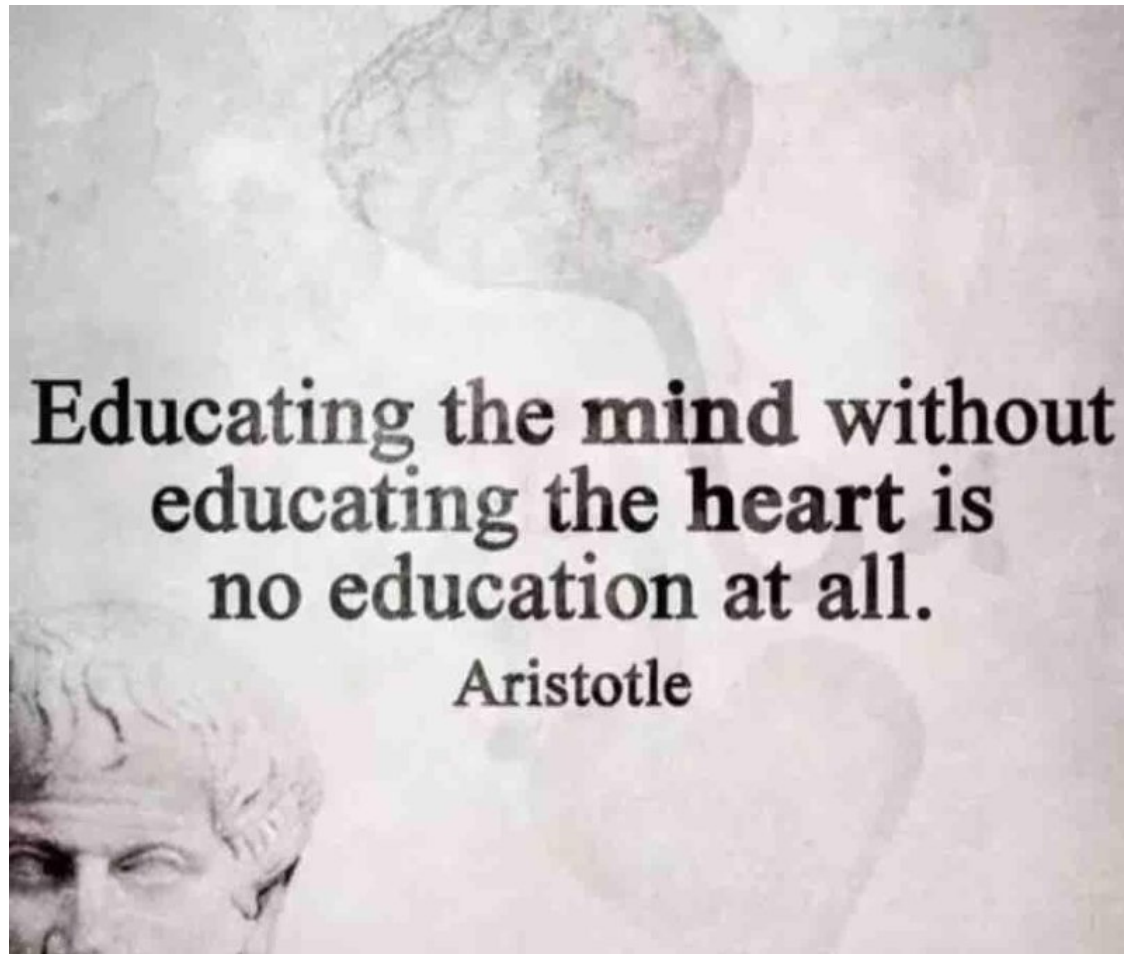
- Young / Inexperienced
- Experienced
- People who love their profession
- People who are “trapped”

Students

Attentive / Mindful
Lazy
Disturb / make a noise

What skills do we need, as teachers to be successful?

- Love what we do! / Knowledgeable
- Patience
- LISTEN / Be there
- Positive: Words & Body Language
- Acting: We are on stage
- Understand Students (Body Language)
- Fair



EQ: Emotional Quality/Intelligence

- ... with the term **EQ** we refer to the ability to:
- Understand our **own** emotions **as well as the emotions of other people**,
 - Create motives for us to achieve certain goals
 - Manage effectively our emotions as well as our relationships

This term refers to **additional skills from the academic ones**.

IQ vs EQ

- To know the **How & Why** vs **The What**.
- To know **how to motivate every person** to behave to everyone with the same way, believing that everyone is the same with the other.
- To manage / control **your emotions and use them to achieve your goals** to let your emotions guide all your actions, because you don't know how to control them.

Extroverts VS Introverts

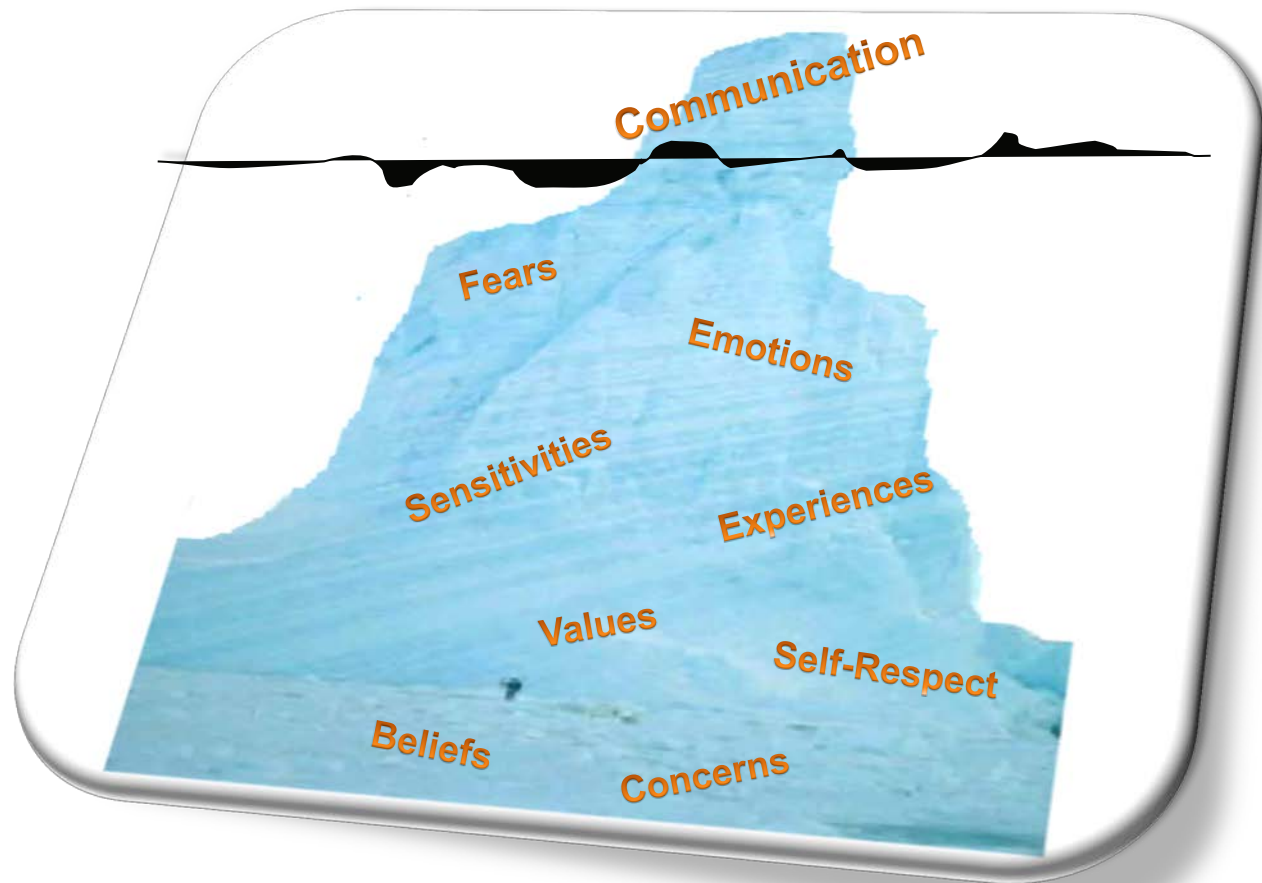
Extroverts

- Like doing new things
- They work fast, but doing mistakes.
- They have good short-term memory.
- They perform better under crisis.
- They love tension, they are spontaneous, more sociable.
- They love rewards.

Introverts

- They like doing routine things.
- Work slower and more careful.
- They have better long-term memory.
- They perform better when things run smoothly.
- They hesitate.
- They avoid punishment or even notices / remarks.

Communication





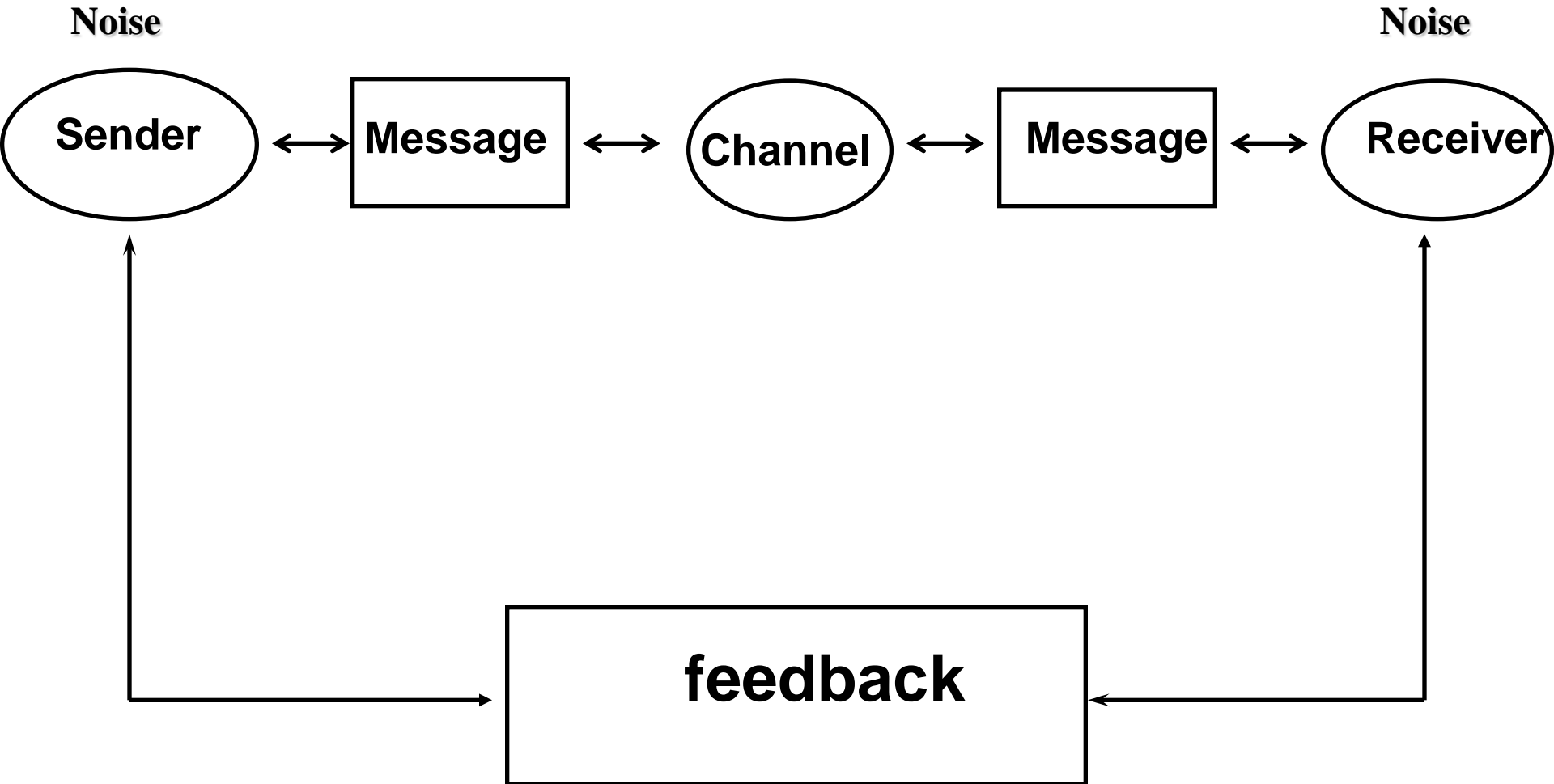
Erasmus+



Communication

Able	Believable	Connected	Dependable
Produce quality results	Confident	Listen well	Do what you say you'll do / Be accountable
Resolve problems	Honest	Praise others	Be timely
Develop skills	Admit when wrong	Understand others	Be responsive
Use skills to assist others	Non judgmental	Ask for input	Be organized
Get experience	Show respect	Work well with others	Do follow-up
			Be consistent

Communication cycle



5 Critical and mentoring practices

- Maintaining & Enhancing Self-Esteem
- Active / Empathetic Listening
- Describing Specific Behaviors & Impact
- Providing Recognition
- Providing Feedback to improve Performance

Agree on how we wish to work together

- Respect: Respect & valuing each other's contribution
- Communication: Taking time to effectively listen to each other
- Trust: Being open, honest and approachable
- Attitude: Being positive and focused
- Support: Showing compassion and sincerity
- Diversity: Acknowledging the right to individual thought

Thank you!

