



# Core of Coaching

Erasmus+ KA1 youth workers mobility  
1<sup>st</sup> January- 31<sup>st</sup> December 20 18  
LIMASSOLCYPRUS



Erasmus+

# Introduction

The objective of the project was to improve the quality of youth work done in Europe, by focusing on the coaching and mentoring of volunteers.

The main activity of project was a training course that took place from 24th September -until 3rd of October 2018, in Limassol, Cyprus with 30 youth workers coming from 9 countries: Cyprus, Czech Republic, F.Y.R.O.M., Germany, Greece, Hungary, Italy, Lithuania and Spain.



# Partners

**DOREA Educational Institute** - Panagiotis Mamouzakis (trainers@erasmus-courses.org)

**Brno Connected** - Katka Martínková (brnoconnected@gmail.com)

**AEGEE Frankfurt am Main** - Kristina Hensch (hensch.kristina@gmail.com)

**Ticket2Europe** - Ana del Valle Couto (Ana.delvalle@ticket2europe.eu)

**Vagamondo** - Fabiano Bruno (infoyouthprojects@gmail.com)

**Egyesek** - Anna Dupák (anna.dupak@gmail.com)

**Baltic Self-Development Centre** - Ana Buleviciene (info@balticsdc.org)

**Solidarity Mission** - Anna Cheimona (training@solidaritymission.org) **Stip**

**State University** - Sanja Stefanova (sanja.stefanova@ugd.edu.mk)



CORE OF COACHING

# Methods Used

## EXPERIENTIAL LEARNING

learning by doing

## COACHING

allow to develop the capacity to question yourself and find answers to individual needs

## INFORMAL LEARNING

learn from each others' real working experiences

## SYSTEMIC WORK

perceiving the relationships between individuals and their environments

## SOMATIC WORK

communication, creating connection, cooperation and emotional management through non-verbal ways





# Program of the training

The program of the training was built in such a way that there was progressive step-by-step learning by doing and it was adapted to the learning needs of the group. This means that each piece of content was delivered and integrated into the new contents that follow it. Like Lego bricks, they were be put on top of each other in a consistent way. For every step, the learning was done by putting the content into practice, so that it is practically exercised and not only theoretically discussed.

The program blocks are the following:

## First steps

In the beginning participants had the opportunity to define their own concept of coaching and mentoring through direct experience and action. Also, they got chance to identify their skills, how they want to improve them and what are the results they want to get.

## Personal Awareness

Personal awareness is about becoming more conscious on how we communicate on a daily basis through observation. For a coach it can have a great impact to have a clear perception of his/her communication when working with a volunteer. To achieve this, you participants worked throughout on 3 main levels: body language, voice/tonality and language.

## Me, the other, and coaching

During this step participants were able to take a step further towards what coaching can be, by working with tools to understand how perception is built and with questions that can bring another understanding and perspective for their volunteers' questions.

# Trainers



## PANAGIOTIS MAMOUZAKIS

Panagiotis comes from Greece and he has 14 years experience as a trainer in the non-formal education context. He uses a big spectrum of approaches to deliver personal development, coaching, train the trainer & media trainings around the world.



## VIKTORIA CSAKANY

Viktoria comes from Hungary and she has solid experience in coaching and personal development. For 9 years she has worked on training courses in the topic of communication, coaching, entrepreneurship, youth work. In the last 5 years, she has been specialized herself on personal development and group coaching with NLP and life coaching background.



# What is COACHING?

**COACHING** - is a form of development in which a person called a coach supports a learner or client in achieving a specific personal or professional goal by providing training and guidance.

Because coaching is associated with sport, many people think of coaching as the teaching of skills, but coaching today is most definitely **NOT TELLING**, coaching is **ASKING**.

A key principle of coaching is that people have all the resources to solve their own problem. With this principle in mind the coach does not try to 'fix' the coachee but rather to bring awareness (self leadership) to factors such as frames of mind (beliefs, values, feelings, identity, etc.) that might be limiting performance. [A.Bryant]



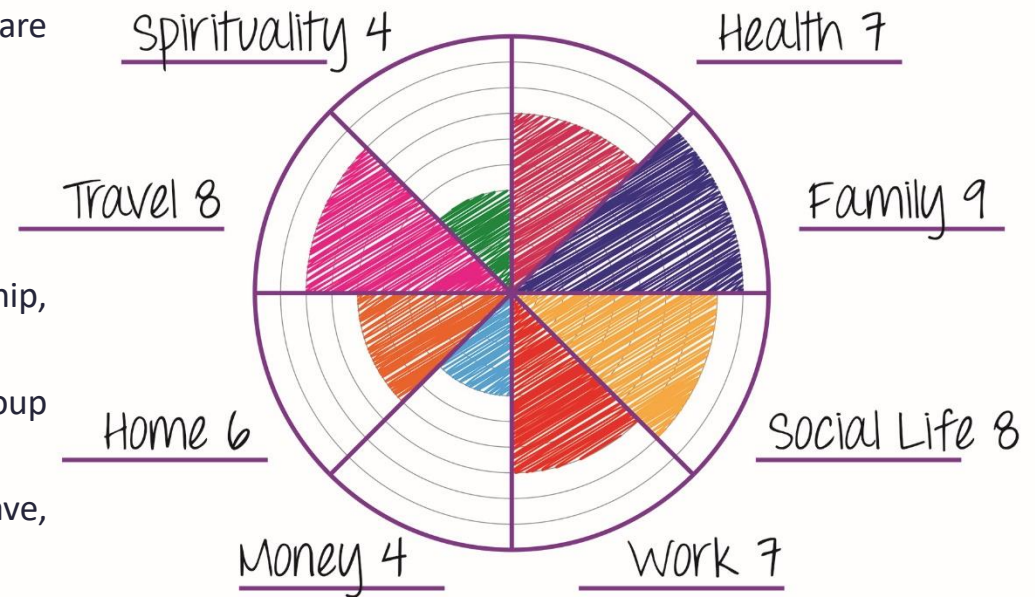
# SEVERAL TOOLS USED

## 1. WHEEL OF LIFE

The Wheel of Life is a simple but powerful tool that helps person to visualize all the important areas of his/her life at once. It is often used by life coaches and career coaches to give their clients a "bird's eye" view of their lives. By looking at a visual representation of all the areas of your life at once, the wheel helps you to better understand which of your life areas are flourishing and which ones need the most work.

The Wheel of Life categories usually include:

- Health: Your physical health and well-being
- Relationships: Includes your primary intimate relationship, family, and friends.
- Social: Includes religious/spiritual communities and other group activities.
- Financial: Your ability to manage your money effectively, save, budget, and invest.
- Professional/Business: This is your work category
- Personal Growth: Although not everyone might have an Area of Focus for personal development, anyone interested in Self-Actualization does.
- Spirituality: This can be its own category or simply the driving force behind all of your Areas of Focus.





# WHEEL OF LIFE

## Selecting Categories

The key is to determine the areas that are most important to you. However, we all have a tendency to focus on certain areas at the expense of other areas. So your Areas of Focus should include both your strengths AND your weaknesses.

## Making your own Wheel of Life

1. Identify the primary Areas of Focus in your life. You may use the list above to start.
2. Rank how you're doing in each Area from 1 to 10, where 10 is excellent and achieving mastery, and 1 is you couldn't be doing any worse.
3. Determine two or three actions you can take to make improvements in the Areas that you're weakest in (and ideally, do the same for all your Areas)

A fulfilling life is marked by a sense of inner balance and growth. The more effective you are in each of your Areas of Focus, the more life fulfillment you'll experience.

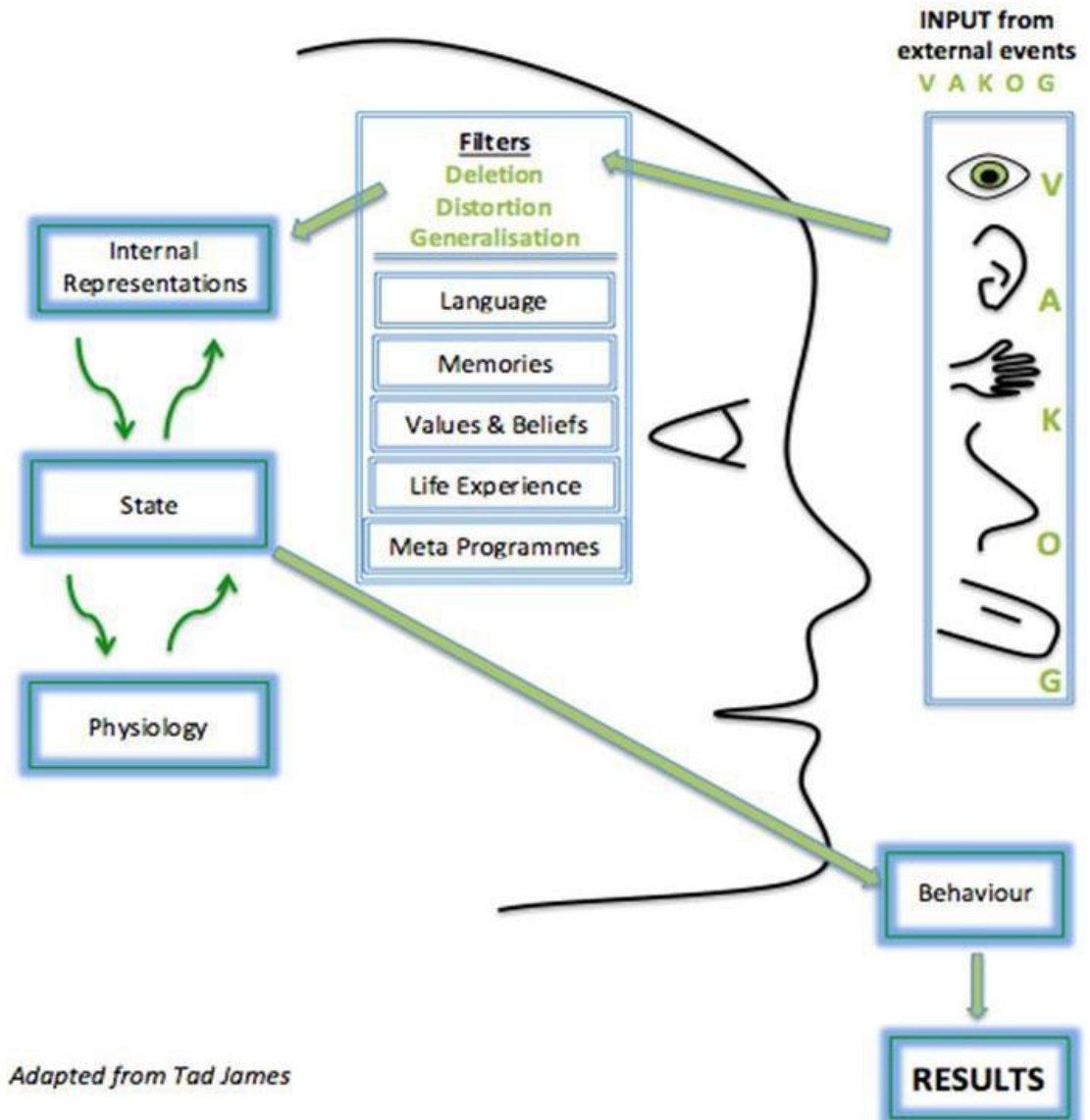
You can make your Wheel of Life online [here](#).



## 2. INTERNAL MAP OF REALITY

The map is not the territory. Knowing ourselves on the level of data, apart from knowing our skills, our qualities and our questions, is also connected with being aware of how we do perceive the world around us.

The awareness of our perception becomes strongly important inside the context of coaching, from the moment that being a coach requires constant interaction with ourselves and others. The Internal Map of Reality gives us a manual for the function of our minds.



# EXPLANATIONS

## **Input**

We experience the world through our senses (seeing, hearing, touching, smelling, tasting). The external phenomena are coming in.

## **Filters**

All influences so far! Every second our senses are bombarded with 4.3 billion bits of information per second. From this huge amount only 5-+2 bits manage to enter. The rest awful lot of information we filter out. Religion, beliefs, values, role models, education, memories, language, attitudes, strategies...

## **Emotional State**

This representation brings us to a certain emotional state.

## **Behavior**

Our emotional state, connected to our internal representation of reality, influences our behavior. Which can be reactive or proactive.

## **Results/Experience of life**

Our behavior forms our experience and results of life.



# 3.TWO TYPES OF QUESTIONS: CLOSED QUESTIONS

There are two definitions that are used to describe closed questions. A common definition is:

***A closed question can be answered with either a single word or a short phrase.***

Thus 'How old are you?' and 'Where do you live?' are closed questions. A more limiting definition that is sometimes used is:

***A closed question can be answered with either 'yes' or 'no'.***

By this definition 'Are you happy?' and 'Is that a knife I see before me?' are closed questions, whilst 'What time is it?' and 'How old are you?' are not. This causes a problem of how to classify the short-answer non-yes-or-no questions, which do not fit well with the definition for open questions. A way of handling this is to define 'yes-no' as a sub-class of the short-answer closed question.

Closed questions have the following characteristics:

- They give you facts.
- They are easy to answer.
- They are quick to answer.
- They keep control of the conversation with the questioner.

# CLOSED QUESTIONS

This makes closed questions useful in the following situations

USAGE	EXAMPLE
As opening questions in a conversation, as it makes it easy for the other person to answer, and doesn't force them to reveal too much about themselves.	<i>It is great weather, isn't it?</i> <i>Where do you live?</i> <i>What time is it?</i>
For testing their understanding (asking yes/no questions). This is also a great way to break into a long ramble.	<i>So, you want to move into our apartment, with your own bedroom and bathroom - true?</i>
For setting up a desired positive or negative frame of mind in them (asking successive questions with obvious answers either yes or no).	<i>Are you happy with your current supplier?</i> <i>Do they give you all that you need?</i> <i>Would you like to find a better supplier?</i>
For achieving closure of a persuasion (seeking yes to the big question).	<i>If I can deliver this tomorrow, will you sign for it now?</i>

# 3.TWO TYPES OF QUESTIONS: OPEN QUESTIONS

An open question can be defined as: *An open question is likely to receive a long answer.*

Although any question can receive a long answer, open questions deliberately seek longer answers, and are the opposite of closed questions. Open questions have the following characteristics:

- They ask the respondent to think and reflect.
- They will give you opinions and feelings.
- They hand control of the conversation to the respondent.
- This makes open questions useful in the following situations:

Open questions begin with such as: what, why, how, describe. Using open questions can be scary, as they seem to hand the baton of control over to the other person. However, well-placed questions do leave you in control as you steer their interest and engage them where you want them.

When opening conversations, a good balance is around three closed questions to one open question. The closed questions start the conversation and summarize progress, whilst the open question gets the other person thinking and continuing to give you useful information about them. More information can be found [here](#).



# CLOSED QUESTIONS

This makes closed questions useful in the following situations

USAGE	EXAMPLE
As a follow-on from closed questions, to develop a conversation and open up someone who is rather quiet.	<i>What did you do on your holidays? How do you keep focused on your work?</i>
To find out more about a person, their wants, needs, problems, and so on.	<i>What's keeping you awake these days? Why is that so important to you?</i>
To get people to realize the extent of their problems (to which, of course, you have the solution).	<i>I wonder what would happen if your customers complained even more? Rob Jones used to go out late. What happened to him?</i>
To get them to feel good about you by asking after their health or otherwise demonstrating human concern about them.	<i>How have you been after your operation? You're looking down. What's up?</i>

CORE OF COACHING

## RECOMMENDED WEBSITES

### [SKILLSYOU NEED.COM](https://www.skillsyouneed.com)

General information about what is coaching

### [THECOACHINGTOOLS COMPANY.COM](https://www.thecoachingtoolscompany.com)

Free Coaching exercises

### [COACHINGTOOLS.COM](https://www.coachingtools.com)

25 coaching tools and exercises by Chris Delaney

### [BRENDON.COM](https://www.brendon.com)

"Live. Love. Matter." Famous high-performance coach.

### [JP SEARS](https://www.jpsears.com)

Life coach and spiritual comedian

### [CHRISGERMER.COM](https://www.chrisgermer.com)

Mindfulness and self-compassion. Free downloadable compassion meditations.



# LEARN MORE ABOUT THE PROJECT

