



# “How to be an effective trainer”



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## MAIN GOAL

To Know the possibilities that this methodology has, coaching how to help the training into the labor market of a person with low qualification, favoring the process of job training, through the enhancement of labor and personal skills with which to improve their employability and at the same time their Personal grow, through work experience, according to the theoretical model of the project, Kolb.

**"We can not teach people anything; We can only help them to discover what is inside them "Galileo Galilei.**



## **SPECIFIC OBJETIVE**

- Familiarization of coaching techniques and its appropriation to the project
- Familiarization of the principles necessary for its application.
- Familiarization of techniques and/or strategies for affective coaching
- Provide techniques for effective communication.
- Familiarization with the profiles of the programme beneficiaries: social and psychology factors
- Recommendation for working with lower qualified adults.



## WHAT'S COACHING

Coaching is a methodology focused on "help to learn" very different from "teaching"

- ❑ The end goal is one of self-discovery of one's competencies and/or personal potential.
- ❑ Helps to establish goals and objectives to assist personal growth.
  - ✓ The coach (facilitator) is not someone to whom one dictates to the client what he or she must do.
  - ✓ Their job is not to judge, nor give recommendations, it is simply to facilitate self-discovery and point the client in the right direction.



**"It is important to recover the knowledge of the person and transfer it to other realities."**



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For insertion in the labor market for persons of lower qualified it's important:

- ✓ Act as facilitator, guide and support, motivate toward steps that initiate personal change.
- ✓ Help with self-awareness of theirs capabilities and permit that he or she arrives at their predetermined goals.

WHERE I AM



WHERE TO WANT TO GO



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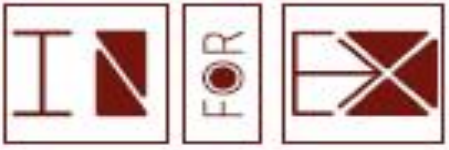
Coaching offers strategies, especially and actitud and method of understanding learning very effective for working with these adults.

**These adults need an external reference who believe in them who pushes them to creat goals and specially help them Discovery their own potentials.**



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## BASIC PRINCIPLES OF COACHING

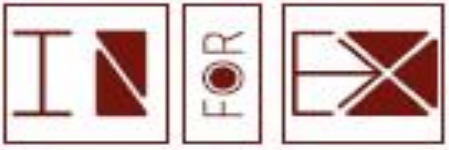
- The key to adequate coaching is to create a positive link of confidence and acceptance.
- To feel understood, accepted and not judged so that the job of assessment coaching is effective.
- ✓ *Authors, as Roger, 2002, "state that we must ask ourselves if we favor experiences of confidence, authenticity and humanity in our institutions or intervention."*

**The experiences of the users have to be that they are SINGULAR,  
CONCERNED AND APPRECIATED SUBJECTS.**



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## How to be an effective coach.

- ✓ Individualize treatment and a respectful relationship.
- ✓ Know how to listen (active listening) and welcome them into the process (emotional accompaniment).
- ✓ *Maint positive, respectful, face to face interaction with participants*
- ✓ *Have moments of relations and awareness. Show interest not only toward job but also to personal aspects. (how they feel etc.)*
- ✓ *Returns a positive image of their progress.*
- ✓ *Distance from stance of victimization*
- ✓ *BELIEVE and CONFIDENCE in the others capabilities and potential.*
- ✓ *Avoid experiences of loneliness and isolation, help with funding social networking of support*
- ✓ *Create a space of mutual Dialogue and recognition.*
- ✓ *Promote relationships based on confidence.*



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## COMMUNICATION TECHNIQUES



*What an "EFFECTIVE COMMUNICATION" means:*  
It is a way of communication in whose transmit a message, it does clearly and understandable to their interlocutor to avoid , doubts, wrong interpretation or confussion.



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## COMMUNICATION COMPONENTS

### ➤ Verbal Communication

- Words (What we say )
- Tone of our voice de nuestra voz ( The way how we say)

✓ It can give lack of communication and vocabulary.

✓ We have to adapt our language skills to their comprehension capacity .

### ➤ No Verbal Communication ( Body Language )

- Visual Contact
- Face Expression
- Arms and Hands movements
- Posture and distance



- ✓ VC (Verbal Communication) and NVC No verbal communication are very important. Both have to be consistent.
- ✓ It have to transmit: **Atención, interest and coherence** with what we say and with what we hear
- ✓ They have tendence to looking for “**disapproval signs**” , their high susceptibilty can give them misunderstandings; especially in NVC.

***No verbal communication (NVC) has a very important weight in the communication process. Promotes communication and helps in the message comprehension.***



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## EFFECTIVE COMMUNICATION SKILLS WITH EXPRISONERS.

- COMMUNICATION, it is an EXCHANGE of messages , for that is very important: TO SPEAK=TO HEAR
- The message must be LISTENED and UNDERSTOOD
- ✓ **Active Listening:** *A conscious effort to understand what they want to say with their own words*
  - Empathy (Put myself in the other´s place)
  - Feeling expresions (Emotional Content)



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## MAIN KEYS OF COACHING

- ❑ The main key for a proper coaching is to create a POSITIVE BOND, of CONFIDENCE and APPROVAL of the person.
- ❑ The person has to feel ACCEPTED and UNDERSTOOD, never JUDGED, to get effectiveness in the guidance and coaching job
- ✓ *Authors as Roger, 2002, propound that " We have to ask to ourselves if we favor trust experiences , authenticity and humanity in our institutions or interventions"*

The experiences of the users have to be that they are SINGULAR SUBJECTS, CONCERNED AND APPRECIATED. The users experiences have to be that they are : SINGULAR SUBJECTS, CONCERNED AND APPRECIATED..



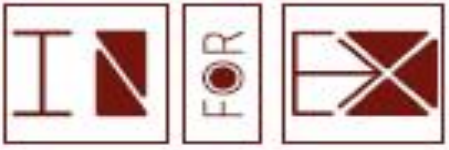
## Strategies to improve ACTIVE LISTENING

1. Look to the person eyes: VISUAL CONTACT.
2. OPEN QUESTIONS : It gives interest about what they are saying.
3. Do Not interrupt: knowing the right time to intervene.
4. Do not change the subject unexpectedly.
5. Be Empathy with the person who is speaking.
6. Do not control the communication. Encourage RECIPROCITY and DIVERSITY.
7. Respond Verbal and Non-Verbal ways.
8. Do not JUDGE the INTERLOCUTOR, just the el content.
9. Communicate your emotions and opinions.



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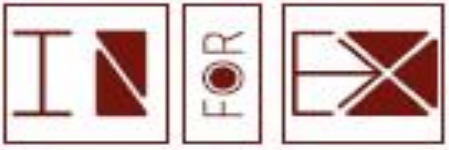
- ✓ **Paraphrase:** Summarize synthesizing the transmitted message, ensuring that it has arrived correctly and transmitting attention. **Example:** *"If I did not misunderstand ..."* *"What do you mean is ..."*
- ✓ **Reinforce:** Show attention, with expressions like: *"Good"* *"O.K."* *"Aha"* (Important to use in moderation, not to interrupt the communication)
- ✓ **The problem is not the person:** In the workplace, it is important that the message is clear and assertive, focused on actions, referring to the problem. Use DO for being. **Example:** *"The report would have to be finished" instead "You are ineffective"*.
- ✓ **Do not let the themes pass:** Accumulate the problems just create bad feelings, so it will impede effective communication, since the reactions will be exaggerated, provoke surprise, a distorted vision.

Deal issues, especially the negatives ones, at the time they occur



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✓ **Avoid reproaches of the past.** WORK ≠ HOME

Every day new challenges, sharing previous mistakes or insisting on unsolved problems is ineffective. Resolve the conflict: Define the problem, establish alternatives for resolution, evaluate the most appropriate and execute.

✓ **BE SHORT, CONCISE AND DIRECT.**

In the workplace must be concise, not to waste time and be effective. It is important to express brief, concise and direct approaches so that the message is not diluted by irrelevant information.



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## BENEFITS OF EFFECTIVE COMMUNICATION

- It creates a **climate of trust** and closeness that facilitates mutual understanding.
- The acceptance can be communicated and thus increase **the motivation** of the user.
- It reduces **the tension**, the differences of criteria.
- **Learn** from the other.
- **Reducing conflict** is facilitated.
- Helps make **better decisions** and more safety.
- You **learn to work better**.
- You **get time to think**.
- The **cooperation** is encouraged.



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## WHY IT IS IMPORTANT TO TAKE CARE OF COMMUNICATION WITH THIS POPULATION

1. They have deficits in communication, both in skills and in understanding. This situation makes it very difficult the communication and therefore the work.
2. Offer communication model, we are a model, from which they can acquire new skills (help to order message, to reflect, to attend ...)
3. They show some susceptibility, a weak image of themselves, it is important to take care of non-verbal communication, not feeling judged.
4. The language has focused on the task, the personal attributions will promote a weakened image of themselves and their image may be weakened.
5. It is important to give positive and reinforcing messages. First, the coach must start with what is done well and then the tasks to be improved must be remarked.



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GINSO  
ASOCIACION PARA LA GESTION  
DE LA INTEGRACION SOCIAL



## PROFILE OF PRISONERS AND EXPRISONERS

### ➤ Psychological areas

- Tendency to impulsivity (cognitive and behavioral).
- Difficulties to self-regulate emotionally.
- Low self-esteem.
- Difficulties in emotional management (low tolerance for frustration, explosion of anger).
- Difficulty solving problems (new tasks due to impulsiveness, learning by self-instruction).
- Difficulties to persist and maintain the effort.





## ➤ Social

- Limited repertoire of social skills. Own codes.
- Insecurity in social environments different from yours. Importance of being integrated.
- Lack of team values, individualism and some suspicion. Importance to work values such as group collaboration and cohesion. Teamwork, your role within the team.
- Material values, rewarding the immediacy of the delay of the reward.
- Assertive conflict resolution and non-aggressive.
- Communication skills.



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## RECOMMENDATIONS

- Important to create a LINK, through a deal: INDIVIDUALIZED, DO NOT JUDGE and feel ACCEPTED.
- Being a MODEL, what is said must be consistent with what is done. Be the best example, at work.
- Promote the integration in the company.
- Adjust the communication and demands to your profile.
- Take care of the communication, both content and form. Focused on the task, not on personal attributions.
- Important in conflict resolution, DO NOT CRITICIZE PEOPLE.



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**THANK YOU FOR  
ATTENTION!**



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