


Emotional intelligence and coaching skills for teachers, school and adult education staff

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The essence of coaching is:

- To help a person change in the way they wish and helping them go in the direction they want to go.
 - Coaching supports a person at every level in becoming who they want to be.
 - Coaching builds awareness, empowers choice and leads to change.
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Introduction to emotional intelligence and coaching skills

What **empathy** is –
... and how it is different from **sympathy**



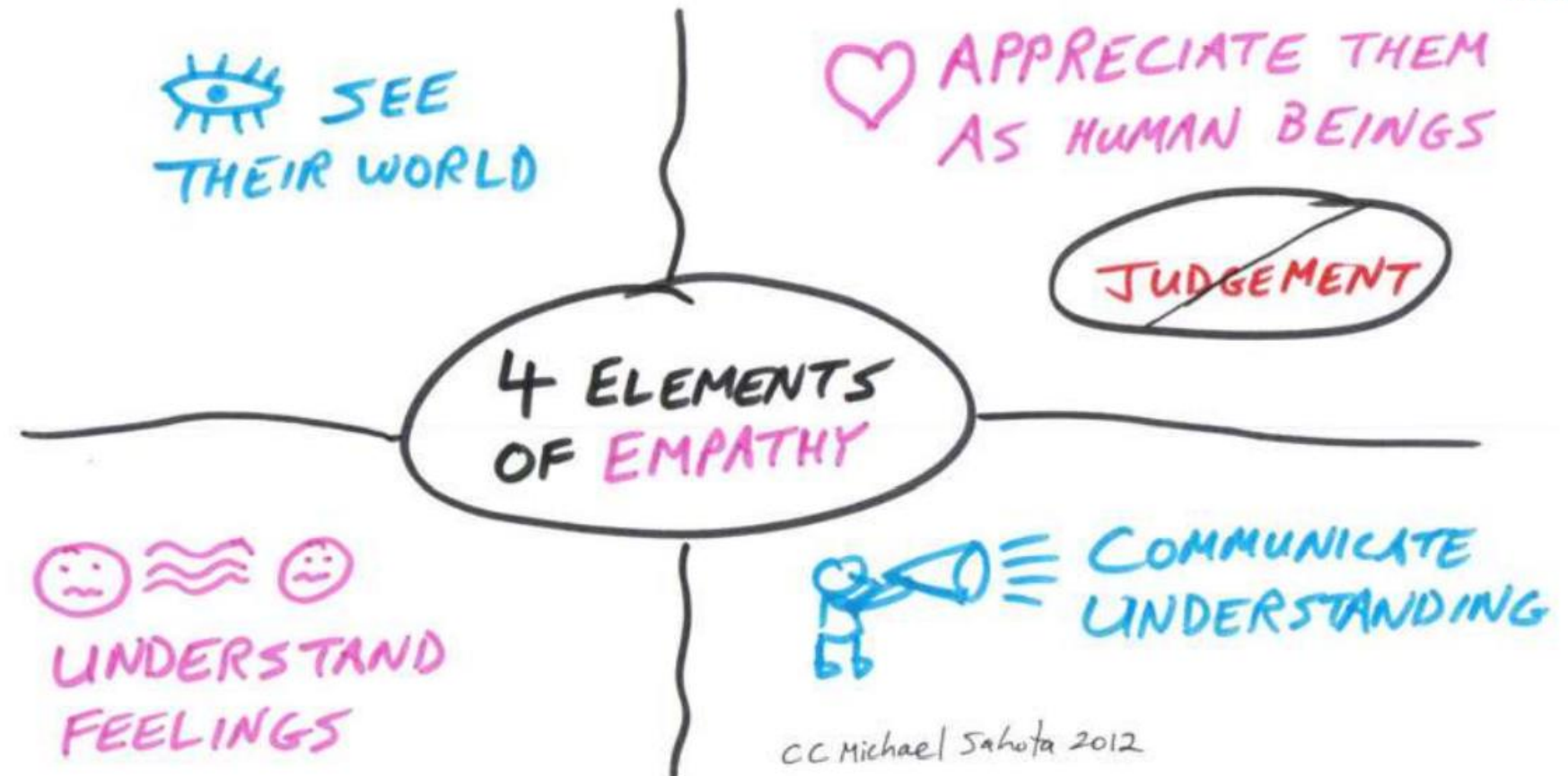
<https://www.youtube.com/watch?v=1Ewvngu369Jw>



Possible attitudes



ADVISING	ONE-UPPING	EDUCATING
CONSOLING	STORY-TELLING	SHUTTINGDOWN
SYMPATHIZING	INTERROGATING	EXPLAINING
CORRECTING	FIXING IT	EMPATHIZING



Leadership and teamwork

Goleman's Leadership styles



Learning about leadership and teamwork from geese



1. Divide in groups.
2. Each groups will receive a piece of paper.
3. Read what your piece of paper suggests about “what we can learn from geese about teamwork and leadership”
4. Then, find a way to describe to the other groups what your piece of text is about. You CANNOT use English language (or any other language), but you can draw, mime, use gestures etc...
5. The other couples watch and try to guess.





Leadership and teamwork

5 things geese can teach us about teamwork

- It's easier to fly/work together
- If you're outside the v-formation/team it's harder
- Leadership may be dynamic and rotate
- Communication is crucial
- Mutual help is mutually beneficial



Conflict management

Positive and negative effects of a conflict



NEGATIVE	POSITIVE
<ul style="list-style-type: none">- Wastes resources (time, emotional, economical)- Increases aggressive behaviours and negative feelings- Reduces efficiency	<ul style="list-style-type: none">- Stimulates the creation of new ideas- Promotes creativity- Gives the opportunity to solve a problem

Speaking Responsibly in conflicts - VOCAB

- Vulnerability - Let you be vulnerable
- Ownership - Own your needs and your mistakes
- Communication - It is about how you communicate, and also about listening
- Acceptance - Embrace the reality
- Boundaries - Respect the other person

ACTIVITY:

Go back to the previous exercise: can you identify where the words/expressions/behaviours you mentioned fit in VOCAB?

Managing conflicts at school and in everyday life / Practical tools

Conflict Management Styles



- Connect the animal with the right attitude.

1. Turtle



1. Teddy bear



1. Shark



1. Fox



1. Owl



A. Competing/Forcing

A. Compromise

A. Avoidance

A. Collaborative

A. Accommodating/Smoothing

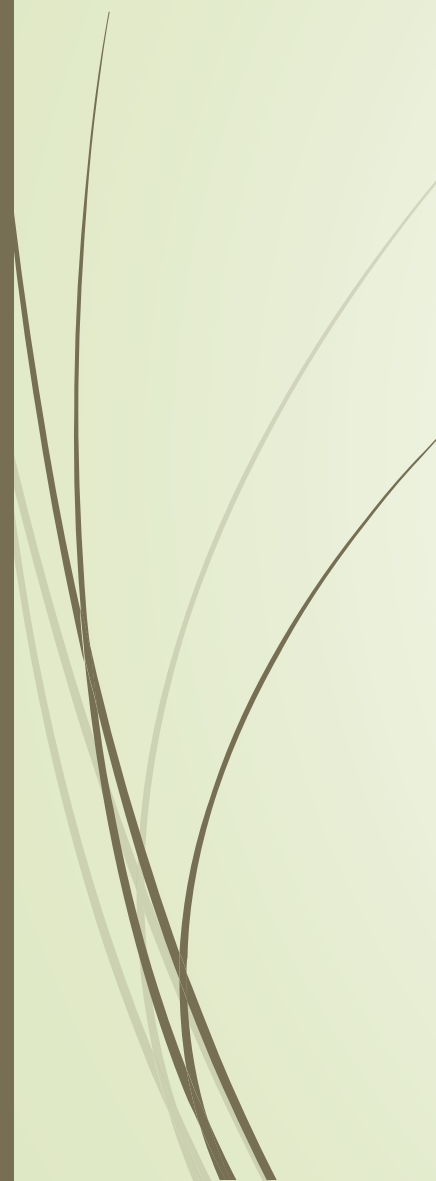



Which one is best?

There is **no** best way to handle conflict. Each conflict is different and requires a different response.

In English, there are these ways of saying:

- “Two heads are better than one.” (Collaborating)
- “Kill your enemies with kindness.” (Accommodating)
- “Split the difference.” (Compromising)
- “Leave well enough alone.” (Avoiding)
- “Might makes right.” (Competing)



Battling negativity in the classroom

The interrupter
The know-it-all
The negative one
The gossiper
The quiet one

Now try to write on the flipcharts
good strategies to manage this kind
of student in the classroom.





How to battle negativity

- The interrupter: discuss what they said briefly and continue. Try to ask them what they can be really interested in.
- The know-it-all: thank him for the addition and try to postpone the moment in which we are answering the questions, maybe at the end of the class.
- The negative one: ask him to be more specific on what he doesn't like, show him that the goal of the class is positive result, try to change perspective and let him solve the problem. Give feedbacks to motivate him.
- The gossipier: try to put him in charge of the organization of something that can involve him.
- The quiet one: encourage him, ask him easy questions, use him as an example to give him courage, ask him questions in a way that you show that you believe in him, Try to put him in charge of a group to make him feel involved and participative.

The 6 thinking Hats (De Bono)

BLUE HAT - PROCESS. Thinking about thinking, organizing and planning for action

WHITE HAT - FACTS. Gathering information and data, neutral and objective

RED HAT - FEELINGS. Intuition, hunches, gut instincts. Immediate feeling, no reasons

BLACK HAT - CAUTIONS. Difficulties, weaknesses, dangers, spotting the risks, logical reason

YELLOW HAT - BENEFITS. Positive thinking, always looks at why an idea is useful

GREEN HAT - CREATIVITY. Ideas, alternatives, possibilities, solutions to black hat problems



The six thinking Hats - Instructions




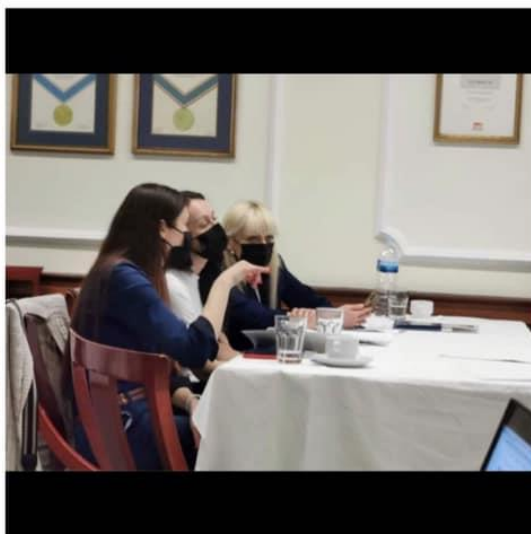
The group has 20 minutes to discuss the situation and find a solution.

Everybody will be assigned a role: during the discussion, you need to adopt the attitude and characteristics of the role you are assigned.

You have 10 minutes to enter in the role. Before and during the discussion, **do not reveal what your role is.**

Ready..?





A good coach should...

- draw out the student's hidden resources
- bring them out in front of the students, so that they can find a way forward
- avoid bumping too deep into their personal issues
- focus on students' success rather than on their difficulties

AIM: INCREASING STUDENTS' CONFIDENCE



Laimės architektūra

