



C-MAPs in Action

Coaching MAPS Case Study: Todorka Dimitrova, Project Manager

Introduction:

Todorka was challenged with the assignment of projects with a specific focus on the countries in the Black Sea basin region.

Over recent years Todorka has worked as a project manager of European funded projects, taking responsibility for managing and reporting several BSB funded projects.

She specialises in needs assessment and delivering advisory services to farmers and agricultural producers. These services mainly relate to helping to increase trading and modernisation of the apiculture and tea production sectors in the Black Sea basin region.

Summary:

Todorka work was aimed at supporting specific traditional sub-sectors within agriculture where the innovation and modernisation of processes and trade were difficult for introduction. Searching for the key barriers to innovation performance and ways to support the farmers and agri-producers require better listening and speaking skills.

“C-MAP helped me to be able to communicate more effectively with people from the rural areas, especially in situations where I was having to observe social distancing imposed by the COVID-19 pandemic.”

Todorka Dimitrova, Project Manager



Developing a project manager's skills and knowledge:

C-Maps help to improve a manager's performance and to achieve the project goals and results.

Working in a city with a strong technical and other infrastructure, Todorka found it challenging to ask questions online and to receive feedback from people in rural areas during the COVID-19 virus. Farmers were ill-prepared to communicate virtually and she found the lack of the live contact made rapport building difficult.

Todorka said: *"The C-MAP training helped me to improve my communication skills when working remotely, to achieve the projects' goals and to help farmers."*

During the CMAP programme, Todorka learned, how to listen and how to build rapport both with team members and project target groups. She liked the pre-prepared coaching C-MAPs covering difficult topics such as Digital Transformation, Working from home, and Receiving feedback from others.

New Coaching Behaviours

Coaching can work in many different situations. It focuses on people, helping them to build trust, choices, responsibility and shared values.

Todorka said:

"Coaching helps us in many ways: from listening and asking, to better partnering, collaborating and benefiting of opportunities; finally to be successful together."

Todorka Dimitrova, Project Manager



Coaching CMAPs a project funded by the Erasmus+ programme. The project set out to develop and test a new coaching model called Coaching MAPS. In addition to a set of pre-prepared C-MAPs, there is a handbook and a training course all of which are available in English, Bulgarian, Italian, Dutch and Portuguese.

For further information visit: www.coachingmaps.eu



Disclaimer: This project has been funded with support from the European Commission. This document reflects the views only of the author and the Commission cannot be held responsible for any use which might be made of the information contained herein.