

C-MAPs in Action



Coaching MAPS Case Study: Clara Commisso, Programme Manager and Social Media Manager

Introduction:

Clara Commisso currently works for Fare Uniud, a specialised spin-off of the University of Udine (North-East of Italy).

Fare Uniud' is tasked with postgraduate training programmes, academic publishing and science outreach and operates in close coordination with the University's departments.

Clara's functions cover two areas: as a Programme Manager she supervises the master programmes and as Social Media Manager, she is in charge of the online promotion campaigns.

Summary:

Clara's position requires her to engage with different kind of stakeholders and clients. They include sponsor organisations, academics and department staff, as well as, obviously, prospective and current course participants.

The transition to a life-long learning philosophy is bringing groups of different ages and backgrounds to engage in learning programmes and initiatives.



The problem

Age differences can determine the dynamics of a learning setting. They can make it much more interesting, but they can also be complex to manage.

In a particular programme, a participant who was significantly older than the rest of the group was finding it difficult to interact with fellow participants and was not deploying her full potential.

Using C-MAP

A C-MAP is a tool that can be used in a coaching situation, providing the coach with a logical structure to follow and the opportunity to pre-prepare the questions they want to ask.

Clara adapted some of the pre-designed C-MAP (Underperformance and Cultural Differences) to create her own C-MAP 'Managing employees with different ages'.

The tool is meant to coach specific group of participants in boosting their performance.

"The logic behind the C-Map helped me a lot in dealing with personal differences in educational settings," commented Clara.

Coaching MAPs 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



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