

C-MAPS in Action

A photograph of a business meeting. Two people are seated at a table, looking at documents and a laptop. One person is holding a pen over a document with a bar chart. The other person is holding a pen over a document with a pie chart. The background is a bright, modern office setting.

Coaching MAPS Case Study: Raffaele Sena, Business Owner

Introduction:

Raffaele Sena is one of the partners of LawLinguists, a legal translation agency founded in 2011 by a group of young European lawyers.

Within a short time, they created the first and only international network made up exclusively of “lawyers linguists” from all parts of the world that cooperate to offer legal translation services.

This network includes today more than 2000 lawyer-translators who allow Lawlinguists to offer legal translations in over 100 language combinations.

Summary:

Raffaele’s position requires him to engage with clients, internal project managers and editors, as well as contracted legal translators.

The growing number of clients means a high-speed work environment, which can sometimes create tensions or conflicts among the staff or even miscommunication vis-à-vis the clients. It is important that these are addressed promptly so that harmony can be maintained.



The problem

Some staff, typically new recruits, might lack the soft skills required to deal with the clients properly while other, more senior staff were developing a relationship involving conflict over time.

Poor client relations could undermine the overall performance and organisational wellbeing of the firm.

Using C-MAP

Raffaele had the chance to analyse some of the pre-designed C-MAPs, namely:

- Managing a team member who consistently under performs
- Addressing a personal or sensitive problem with a team member
- Managing a workplace conflict between team members

He discovered that by following the C-MAP structure it would allow staff to explore their current actions and help them to identify actions they could commit to develop their skills.

C-MAPs will allow Raffaele to coach project managers and editors in improving their technical and soft skills.

“C-Map was a useful inspiration that can be adapted to different settings.”

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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