


# C-MAPs in Action

A photograph of a business meeting. A man in a light blue shirt and grey tie is pointing at a document with a black pen. Another person's hands are visible, holding a pen and looking at the document. The document features a bar chart and a pie chart. A laptop is open on the table.

## Coaching MAPS Case Study: Sara Ursella, Programme Manager

### Introduction:

Sara Ursella is currently a programme manager at Fare Uniud, a specialised spin-off of the University of Udine (North-East of Italy), which she joined in 2019.

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

### Summary:

Sara's position which requires 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 problem

During a given training course, one participant's demeanor was being perceived as aggressive and sarcastic by fellow participants and course managers.

The person did not seem aware of the effects or impact of his actions on other course members.

It was noticed that the overall mood within the group was being affected by these actions and the overall success of the programme was being put in jeopardy.

Coaching was believed to be the most appropriate approach to address the issue. The technique helps to increase self-awareness and by using questions the issue can be explored in depth.

## Using C-MAP

Sara had the opportunity to try the pre-designed C-MAP 'Managing a team member with a poor attitude'. She found the pre-prepared questions and structure of the C-MAP helped her to approach the problem in a logical way. In following the C-MAP model Sara was able to use coaching to help the participant identify and agree future actions that would positively impact their behaviour.

The tool can be adapted to training settings to coach teachers and participants in improving their soft skills, so to boost their results in an educational setting.

*"C-Map can be useful in helping people improve their awareness in an educational setting."*

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](http://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.