

C-MAPs in Action

Coaching MAPS Case Study: Hugo Bernardes, Managing Partner

Introduction:

Hugo is the Managing Partner of a company, and he is involved in several management and team management activities.

The company, among other activities, develops and implements European projects, such as Erasmus+ projects, involving young people, adults, disadvantaged groups, schools, VET centres, NGOs, associations, and enterprises in different parts of the Portuguese territory.

The company has a strong focus on the development of digital skills seeking to boost the digital maturity in organisations and society.

Summary:

This case study showcases how a Managing Partner uses coaching as part of his job role.

"I had a conflict situation among two project managers who needed coaching on a regular basis during a short period of time. To explore the situation, I had to engage in one initial session of conflict management with both using a structured conversation. I have done this with the help of one of the C-MAPs that helped me to use powerful questions to direct the conversation in a positive way."

Hugo Bernardes, Managing Partner



Coaching models work

The general C-MAP model provides a coaching framework to be used to solve different issues that can arise at a workplace.

Our company does its best to foster a good work environment and to respect its employees' differences.

The specific C-MAP "Managing a workplace conflict between team members" was very useful to effectively tackle the issues between the two members.

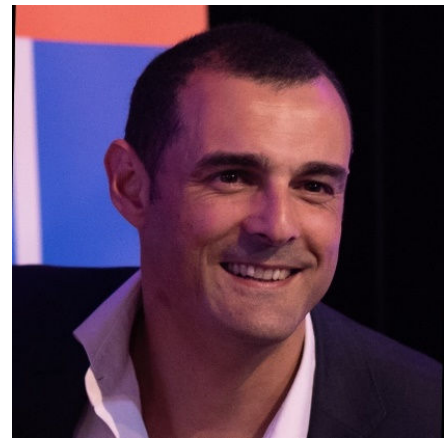
Not unlike other conflicting situations, it is key to keep an impartial stance, hear what each part has to say and, of course, ask the right questions.

Coaching provides an adaptable and helpful framework for managers to better understand employees' expectations and motivations, as much as the conflict situation and the context.

The C-MAP model provides a simple template to plan and deliver effective coaching to help people solve problems and get better results for them and for the companies they work for.

Coaching can be rewarding

"It is often hard to deal with conflict situations amongst co-workers. There is always the risk of misunderstanding or of being unfair. The coaching context and the C-Map model allowed me to keep the focus on understanding the real situation with non-biased lenses and promoting different paths to choose as ways of moving forward for both employees without losing sight of their expectations."



"The most difficult thing is to keep the focus on your coachee's request for help. After a conversation with your coachee, this will be clear in your mind but after a few busy days it will quickly disappear. Therefore, keep regular contact with each other!"

Coaching MAPs is 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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