



C-MAPS in Action

Coaching MAPS Case Study: Pavlos Panagiotou, Project Manager

Introduction:

Pavlos is relatively new to his position and is keen to use tools that save him time.

Pavlos joined Dekaplus Business Services Ltd last two years as a project manager. He manages the participation of his company in EU funded projects taking responsibility for managing all reporting and project related activities.

Dekaplus specialises in delivering consulting and training services to professionals and organisations. The consulting services mainly relate to management systems while the training courses are both cross sector or sector specific such as the hospitality sector.

Summary:

Pavlos has worked for a private sector consulting and training business for just over two years. There are times as a project manager when he needs to provide support and coaching to other project team members. Having been coached in the past, Pavlos wanted to learn more about how to coach others.

“CMAP helped me tremendously to become more productive as it was easy to be kept busy but not productive. It also helped me record and validate my work, and therefore I was able to document my work.”

Pavlos Panagiotou, Project Manager



Coaching Needs to Be Simple:

Coaching skills are important for today's managers and CMAP includes a set of practical learning modules.

When receiving coaching, Pavlos found asking questions was difficult. He felt that the more questions he asked the lower he would be rated. However, he was fortunate to have a good coach who encouraged him to ask as many questions as possible which made him feel more comfortable.

Pavlos said: *“He helped me to unleash my full potential.”*

During the CMAP programme, Pavlos learned how to ask GREAT coaching questions, how to listen and how to build rapport and trust. The CMAP Model provided him with a clear structure for his coaching sessions. Pavlos also liked the prepared coaching CMAPs covering several difficult topics such as coaching team members with a personal problem or coaching team members experiencing conflict in working together.

Coaching New Team Members

Coaching can work in many different situations. It can be used to up-skill existing employees or to help with the training of new team members.

Pavlos said:

“My company uses coaching to support new additions to the team. In the beginning, coaching sessions are frequent and assignments are simple and short in duration. Gradually, they became more complex and time consuming and coaching sessions are conducted on the job.”

Pavlos Panagiotou, 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



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