

CAP MENTORING 2024/2025
Modul 3

BEOGRAD, 24.12.2024.

KOMP 4 - Izgradnja odnosa poverenja

Definition: Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.

1. Seeks to understand the client within their context which may include their identity, environment, experiences, values and beliefs

2. Demonstrates respect for the client's identity, perceptions, style and language and adapts one's coaching to the client

3. Acknowledges and respects the client's unique talents, insights and work in the coaching process

4. Shows support, empathy and concern for the client

5. Acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs and suggestions

6. Demonstrates openness and transparency as a way to display vulnerability and build trust with the client

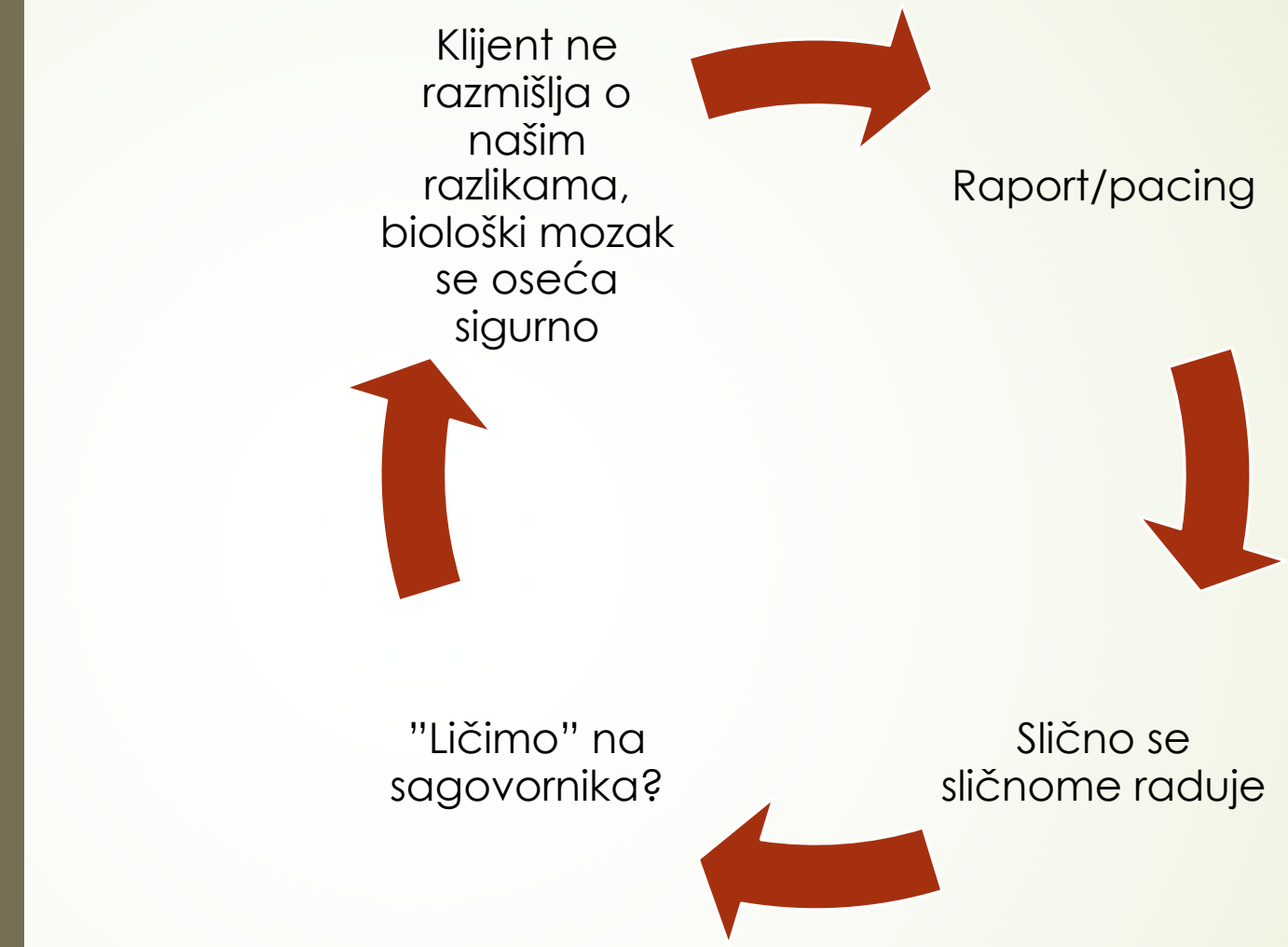


PRILAGOĐENI KOUČING STIL

RAPORT
PACING

POVERENJE

u online radu





PRILAGOĐAVANJE: Šta pratimo?

4.1 - Kontekst u kome se dešava situacija koju klijent želi da promeni

- Šta je to tačno? Pričaj mi o tome…
- Kako se ti osećaš dok se to dešava/nakon toga/pre toga?
- Šta tebi tu tačno smeta…?

4.3 – Primećivanje napretka klijenta

- Meni se čini da se nešto… promenilo… Kako tebi izgleda?

4.4 – Izražavanje podrške, empatije i brige za klijenta

- Nije to bilo lako…

4.5 – Podržava izražavanje klijenta

- Ovo mi se čini hrabrim sa tvoje strane…

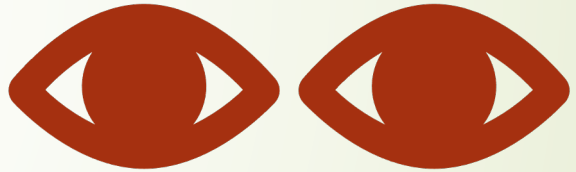
4.6 - Pokazuje ranjivost

- Sad sam se zbunila…
- Ovo me je zateklo…

KOMP. 5 - PRISUTNOST

Definition: Is fully conscious and present with the client, employing a style that is open, flexible, grounded and confident

1. Remains focused, observant, empathetic and responsive to the client
2. Demonstrates curiosity during the coaching process
3. Manages one's emotions to stay present with the client
4. Demonstrates confidence in working with strong client emotions during the coaching process
5. Is comfortable working in a space of not knowing
6. Creates or allows space for silence, pause or reflection



KAKVI MI ODRŽAVAMO PRISUTNOST U RAZGOVORU?

- **Radoznali** da pitamo u vezi onog što smo primetili
- **Hrabri** da pozitivno/konstruktivno reagujemo na emocije (+ i -, klijentove i naše)
- **Komforni u neznanju** da ne znamo šta je najbolji put
- **Strpljivi** da sačekamo dok klijent razmišlja