



ГД Образование и култура

Minutes of the Second Meeting of ESCME –Grundtvig Partnership (Veliko Tarnovo)

Date: 17th -18th April 2010

Place: Bulgaria, 5000 Veliko Tarnovo, 1 Sava Penev str.

Phone: +359 62 615555, **Fax:** +359 62 603850

e-Mail: hotel.premier@abv.bg http://www.hotelpremier-bg.com/index_en.php

Participants:

EST	Kaupo Saue	kaupo@creates.ee
BUL	Violeta Stoycheva	violetvt@gmail.com
BUL	Margarita Kostova	margaritagk@mail.bg
BUL	Galinka Nikolova	gal_nik54@abv.bg
BUL	Savka Stoeva	s100eva@abv.bg
BUL	Petranka Shubekova	
BUL	Valentin Boyadjiev	walio_@abv.bg
BUL	Tatiana Ivanova	chemer@abv.bg
BUL	Antoaneta Palangurska	a_palangurska@mail.bg
BUL	Ivelina Dimova	iv4i_84@abv.bg
AUT	Maria Goldmann-Kaindl	mariagk@aon.at
SK	Sissi Alder	office@inctrainconsult.eu
SK	Libor Klenovsky	lklenovsky@yahoo.com
AUT	Wyss-Daherova Nadya	nadya@wyss.at
AUT	Ingeborg Luif	info@ikluif.at
AUT	Priska Juen	priska_juen@yahoo.com
BUL	Vanya Kalcheva	tskv@abv.bg
BUL	Bistra Stefanova	bistra_vt@abv.bg
BUL	Valentina Dimitrova	
BUL	Lina Patseva	Lina.paceva@abv.bg
BUL	Mariika Keleva	m.keleva@abv.bg
BUL	Lidiya Prokopova	lidiaprokopova@gmail.com
BUL	Mariyana Marinova	mariana_vt@abv.bg
BUL	Mariya Dzhambazova	m_djambazova12@abv.bg
BUL	Vanya Ivanova	vanya_ei@yahoo.com
AUT	Iris Frühmann-Pribil Iris	ifp@chello.at
EST	Signe Vesso	signe@dictum.ee
SK	Jan Uriga	jan_uriga@hotmail.com
SK	Jana Spanikova	spanikova@fedu.uniba.sk



Minutes :

(Agenda was adapted in the course of the meeting)

1st Day - 17th April 2010

Content of the day:

- Welcome
- Warming up and getting to know each other
- Information on Supervision
- Two parallel Supervision Groups
- Plenary Session
- Two parallel sessions
 - SV and Observers reflect the work of the morning
 - Bulgarian Teacher Transfer Group

Welcome and getting focused on the goal

The guests from Austria, Estonia and Slovakia were welcomed by the representatives of the Клуб на историка – Велико Търново.

General goals of the meeting

- For the Bulgarian partners this partnership offers the possibility to learn about supervision and coaching and to consider the possibilities for these methods in Bulgarian schools. “Application for the Partnership point 5.2.”
 - Give a first hand experience of supervision and coaching to the Bulgarian participants. And to give room for the reflection and transfer of this experience.
- For all other partners it gives the possibility to “Test, monitor and reflect on the influence of different languages on supervision. “
<http://www.escme.eu/aims.html>
 - Find out for supervision in foreign languages (mother tongue of the supervisor is not the mother tongue of the group) what is useful and effective for communication and for the use of supervision methods and settings.

Warming up and getting to know each other intercultural environment without translation with Libor Klenovsky (Slovakia)



Input on Supervision and Coaching

Some Practical Answers to Questions about Supervision & Coaching Sissi Alder



What is a Coach or Supervisor?

- A Person with a solid education, which empowers him/her to support you to cope with challenges and problems in your job situation by helping you to reflect and to find your own way.
- They help you to use both of your brains – the one in your head as well as the one in your belly.

What is a Coach or Supervisor? – some pictures

- Midwife for thoughts
 - They know a lot of techniques to help your thoughts to be born.
- A guide to unknown areas
 - When you are start a new tour you sometimes fell more secure with somebody knowing the terrain - but it is your tour.
- Somebody talking with you about your blindfolds
 - Our old experiences sometimes are like blindfolds of a horse. We are not even aware there is a world to see outside. The coach can talk to you about this – but it is your decision to look yourself.

What is Coaching or Supervision?

- Supervision is no therapy – but sometimes it uses the same tools as therapy and is based on the same theories.
- The focus is on the human being in his/her professional field!

Coaching or Supervision can help with 1/

- Professionalizing for all kinds of social work and educational work – by helping to reflect the work and to find better ways to do the job
- Start of new and challenging jobs/tasks:
 - *Leader of a team*
 - *Project leader etc.*
- Finding new ways in change situations
 - *Looking for a new job*
 - *Start of new job*
 - *New company*
 - *Merger of companies, take over*

Coaching or Supervision can help with 2/

- Finding your own carrier path and your own motivation
- Life Balancing
 - To find a healthy balance between work, recreation and family to ensure
That brings for the company:
 - *Long-term optimizing of employees output*
 - *Personal stability and stress resistance of employees*
That brings for the people:
 - *More health, satisfaction and success*

Coaching or Supervision can help with 3/

- Finding and using possibilities for action in situations where you find yourself in a “dead end”
 - *Conflicts*
 - *Problems in cooperation*
 - *Mobbing etc.*
- Finding a productive way to deal with wearing and problematic situations
 - *How can I take care for myself?*
 - *What can I learn from this situation for my future?*

Coaching or Supervision can help with 4/

- Support for decisions:
 - *Clarify alternatives*
 - *Possibilities*
 - *Resources*
 - *Hindrances etc.*
- Implement behavioral change i.e.
 - *Time management*
 - *Decision behavior*

Contracting

- For each coaching/supervision you need a contract with the client concerning
 - Goal
 - Confidentiality
 - Frequency and duration of the meetings
 - Payment
- The contract is concluded between the Coach/Supervisor and the client or the organization of the client.

Different Settings

- **Supervision for one person**
Here the supervisor can focus especially on the needs of one person. Confidentiality is guaranteed – but you can not train your behavior in groups.
- **Group Supervision**
The participants come from different teams, companies, backgrounds. They can support each other in learning and give feedback from different points of view. Often the possibility to learn from other areas is especially helpful for the participants.
- **Team Supervision**
a team which is working together forms the group for supervision. Here you can work with actual relationships and behavior in a team.

What is the difference between Supervision and Coaching?

- There are **many different definitions** defining the border between supervision and coaching – often both words are used synonymous – coaching in business and supervision in social work surrounding.
- Coaching tends to be for a shorter time and aimed at a specific goal
- Supervision tends to take longer, is concentrated on reflecting and accompanying the work .

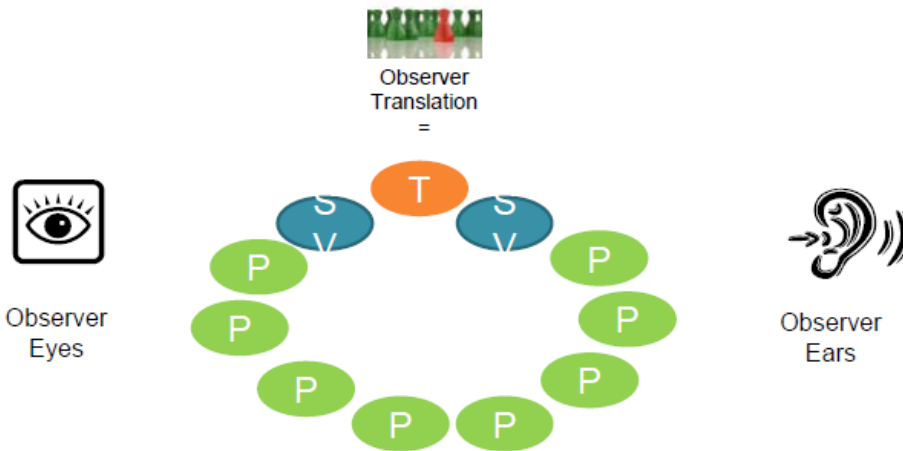
Methods / Tools:

- Psychodrama
- Systemic Consulting
- Gestalt Therapy
- Facilitation
- Solution Focused Short Time Therapy
- Creative Techniques
- Group Dynamics
- Provocative Therapy
- NLP
- (Management)Constellations
-

Group Supervision with Bulgarian Teachers: WORK in 2 GROUPS

The groups were observed by participants from other partner countries who followed the observation concept stated beyond

Working in Two Groups

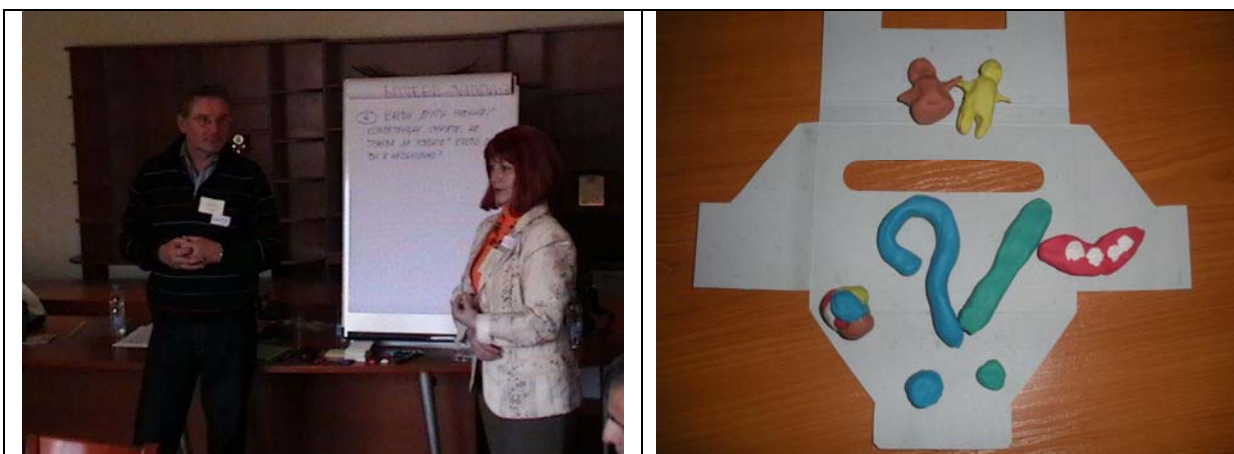


- Supervision Group of Ingeborg and Priska in German with translation in Bulgarian

<p>Supervision/Coaching Нагзор/Тренировка ЕСМЕ</p> <p>Veliko Tarnovo Велико Търново</p> <p>= Reflexion von Arbeit Отразяване на работата Осмисляне</p> <p>= Arbeitsbeziehungen + Работни отношения + Arbeitsinhalte Работно съдържание</p>	<p>Reflexion = nachdenken Рефлексия = размислявам</p> <p>erzählen + zuhören разказвам + слушам внимателно</p> <p>Ingeborg Lvif priska jven info @ iklvif.at</p> <p>10³⁰ - 12:20 30 Minuten 12³⁰ - 14⁰⁰ Lunch - Обяд</p> <p>April 2 2010</p>
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- Supervision Group of Kaupo in Russian with most participants understanding Russian and Violeta helping





РОЛЕВИ АНАЛИЗ

Кои са твоите най-добре развити професионални умения?
10 и повече конкретни ситуации } 5 мин.

От списъка с умения, които създадохте, изберете една, която смятате за най-важна / значима, с която най-много се гордеете

От пластилин се опитайте да създадете символ на уменията, с които се гордеете
5 min

4) Какви други умения / компетенции смятате, че трябва да усвоите? Какво още ви е необходимо?
5 min

5) От списъка, който създадохте, подчертайте една умение, за което сте най-мотивирани да се обучавате

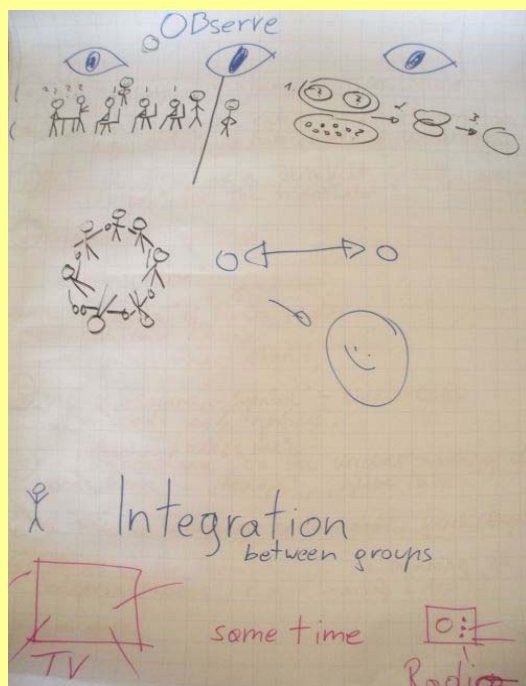
Пресздайте го отново чрез символ, който ще изработите от пластилин.
5 min

Gathering Observations and Feedback

After a first round in the large group the Bulgarian Teachers and the Supervisors from the Partner Countries split in order to discuss their observations

Observers- Eyes

Questions to keep in mind during Supervision



Non Verbal Communication

- Describe non-verbal interactions, I between Supervisor and group.
- Observe the nonverbal communication - what is striking?
- Where are the limitations to non-verbal communication?

Process

- Where you see the process going in flow and where you see "roadblocks"?
- How is the translator influencing the process?
- Is there an interaction with the translator – asking for clarification – discussing the meaning of a word..?
- How do "group dynamics" change in reaction to external factors? – Temperature, sounds, movements, disturbances ...



Understanding/contracting /trust

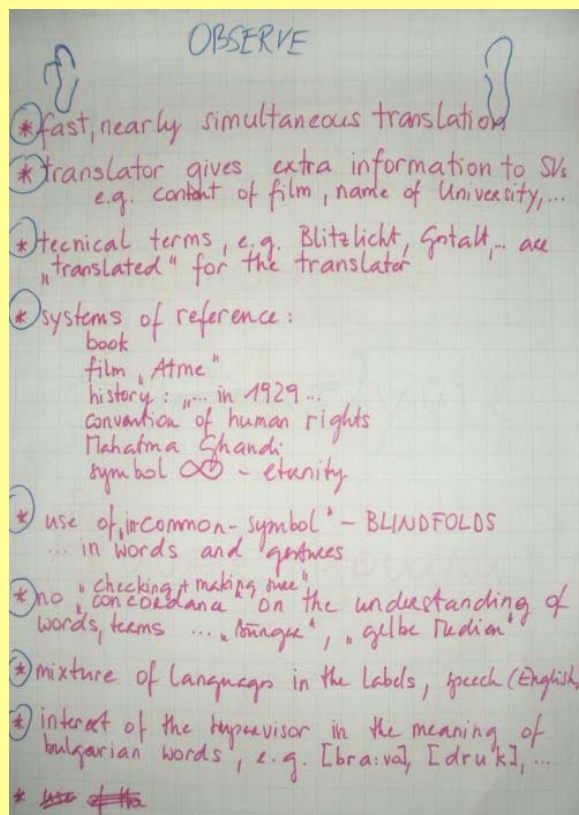
- How is the group and the Supervisor succeeding being able to work?
- What way the Supervisor creating safety and clearness for the session?
- How is the contact established and held between the supervisor and the group?
- At which points is the contact strong – where is it weakening?
- Where do you see cultural misunderstandings? How can you recognize them?

Observers- Ears

Questions to keep in mind during Supervision

Language

- Describe verbal interactions between Supervisor and group.
- Is a common language developed (new meanings for words, words from the Mother tongue used practically ...)?
- Is languages a topic for communication – meta talk?
- When do persons use words out of their mother tongue – when are they tempted to fall into their Mother tongue (participants and supervisors)?
- Does the language change over time? If yes how? -fluency, technique,
- Could the supervisor use language problems as a tool for the process? If yes – how?
- How did the group handle the different levels of understanding? Was there a kind of supporting? What did it do to the process?
- Where did you see cultural misunderstandings?
- How are misunderstandings handled – do people talk about or not – can they be taken as a part of the flow of communication?
- Is something like failure tolerance recognizable – „letting pass“?
- Which part is the actual competence level in speaking/understanding a language – degree of deviation from grammatical and phonetic standards - playing for the working process?



Methods/techniques

- What influence has the use of a foreign language and translation on different methods and techniques used (questions, metaphors,) ?
- There is something like a „professional language of supervision“– how does the use of Lingua Franca influence in that areas?
- Which „pictures“- analogies, parables, etc. – are used during the supervision?
- Which systems of reference are used by the group and the SV – Adverts, movies, books, common sayings, films, songs and common experiences from the group or the society?

Different areas of supervision

- In which part of the session were the participants most vivid, participating, and active?
- What topics were worked with?

After that the process was reflected by the three supervisors, who were working with the groups and feedback was provided to them.

Reflection for Supervisors/Coaches

- How was it to work with Bulgarian supervisees – what was different?
- Was there a difference to my “normal” supervision in my mother tongue?
- What did I learn from your Bulgarian supervisees?
- How did I experience the process?
- How did I experience my own reactions?
- How would I answer the following questions given to the observers out of my perspective?
 - How is the group and the Supervisor succeeding being able to work?
 - What way the Supervisor creating safety and clearness for the session?
 - How is the contact established and held between the SV and the group?
 - At which points is the contact strong – where is it weakening?
 - How is the translator influencing the process?
 - Where did I see cultural misunderstandings? How could I recognize them?
 - Could I use language problems as a tool for the process? If yes – how?
 - Which part is the actual competence level in speaking/understanding a language – degree of deviation from grammatical and phonetic standards - playing for the working process?
- What would I do differently next time?
- What did I learn as a supervisor?

Feedback to Supervisors

- Do I think that the process was helpful for the client's case?
- What do I think were the feelings and experiences of supervisees during the process and in the end?
- Do I believe that they got a good picture how supervision is working?
- What did the supervisor/the participants/the translator do to create mutual understanding?
- What did they do to respect cultural differences and maybe even use them for the supervision process?
- Where were their blind spots?
- Where could you recognize different systems of reference between supervisor and group?
- Which resources in this situation the supervisor or the client did not see?
- What happened in case of conflicts? Was it possible to work with them? Where the avoided or looked for?
- What did impress me most about the abilities of the supervisor to work in another culture?
- What are improvement areas for supervisors for working in another culture?

2nd Day - 18th April 2010

(Sunday)

9:00 Check Way Back

9:20-10:30 Comparison & Lessons Learned for multilingual SVC

10:45-13:00
Organizing Joke - Vanya
Organizing + Planning - Signe
Estonian Meeting

13:00 LUNCH

14:00 Culture Walk

Planning the Meeting in Estonia

FACTS: 3 days by bus

Learning group: 12 estonian supervisors
(members information)

Our group:
Estonia: Signe, Kaupo 2 Bulg: 2
Slovakia: 4-5
Austria: 4
Czech: 2

GOAL: $\approx 15-14$

DESIGN:

General Goal - Create Training for SU-RS for working mixed multicultural

3 Groups: US+EST

3 Facilitators

* structured collection of ideas + casework

* each facilitator will choose

* presence of OBSERVERS

Handwritten notes in red:
- You should be same as the
- Sissi
- INKOPRO
- RIS

Getting a First Taste of Bulgarian Culture

A. Walking through the town – our Bulgarian hosts guiding and supporting

Imagine being a natural scientist from the Mars. Please try to look and observe from this position – what you can hear and see.

Do not judge, compare or classify just look and listen. Try to understand – what is going on. It is important for this task to be open and aware.

- Have a look at
 - People
 - the way they look – clothes, mood, faces,
 - the way they are moving
 - Differences between different groups:
 - Old –young, men – women,
 - The way they are communicating
 - rituals,
 - structures of communication
 -
 - Architecture
 - Historical sites /modern houses
 - Spaces
 - Structure of the city
 - Traffic
 -
- Listen to
 - History
 - Stories
 - Chatting – informal communication
 - Jokes
 - Music
 - sound volume of speaking
 -



B. Discussing in 3 little groups – what you have seen: - 20 min

- What was most striking, interesting or different to what you would have expected?
- What did you like most?
- What kind of “WHY question” would you like to ask our friends from Bulgaria?

Please decide as a group on two questions. Please let the others know which observations made you asking these questions.

C. Getting answers from our Bulgarian friends: - 30 min

Having coffee together and talking about the questions. Keep in mind sometimes questions are telling more about the culture of the one who is asking.

CERTIFICATES and FAREWELL DINNER

