

## **WBL-PRO Professional Peer Network: The team talks with the professionals – Eleni Matraki, Larissa, Greece**

Today we very happy to invite you to join us on a journey to beautiful Greece where we are meeting **Eleni Matraki** to talk about the skills and competences that will support WBL professionals in adding value to peoples' lives.

Eleni Matraki is a lawyer and a certified life, wellness and business coach committed to motivate and inspire others to take charge and enhance their life. She has a big experience in career coaching and a master's degree in education. She delivers life coaching seminars, workshops and speeches in order to encourage people to be authentic, real, honest, the very best they can be.



### **Please review below what he has shared with us:**

“As a professional life coach with experience in career coaching, I would like to share how some of the fundamental coaching skills and core coaching competences could be used by the Work-Based Learning professional.

First of all, the WBL professional should master the skill of building rapport with the learner, as the learner (like the coachee in the coaching relationship) will experience him as attentive, warm and easy to relate to. The quality of the relationship between them, the skills of integrity, openness and trust can increase and facilitate the learning process in the work environment.

The second skill is active listening, i.e. the WBL professional's ability to focus completely on what the learner is saying and is not saying, to support his self-expression, to hear and understand his concerns, goals, values and beliefs about what is and is not possible about his skills for job performance.

Next comes the skill of direct communication. Like the coach, the WBL professional should have the ability to communicate directly, provide feedback and be able to reframe in order to help the learner understand from another perspective his development opportunities.

Goal setting is also a fundamental coaching skill that can be used in the WBL

environment. Goal setting gives the learner a specific direction and an action plan for making something real. Without a specific goal, there can be endless drifting, 'a floating on the winds of this good idea and then that one'. The WBL professional should be able to support the learner establish development goals for his plans and intentions with results that are attainable, measurable, specific and have target dates.

Last, but not least, comes the skill of creating awareness. The WBL professional, like the coach, should help the learner to gain awareness and clarity, identify his underlying concerns, his major strengths for learning and growth, find new possibilities for action and strengthen his ability to take action and achieve what is important to him."

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