

## **Analysis of Relation and Inclusive Competence in Intercultural Communication**

Project MOVE "New competences for coaches"

Project N° 2015-1-IT01-KA202-004704

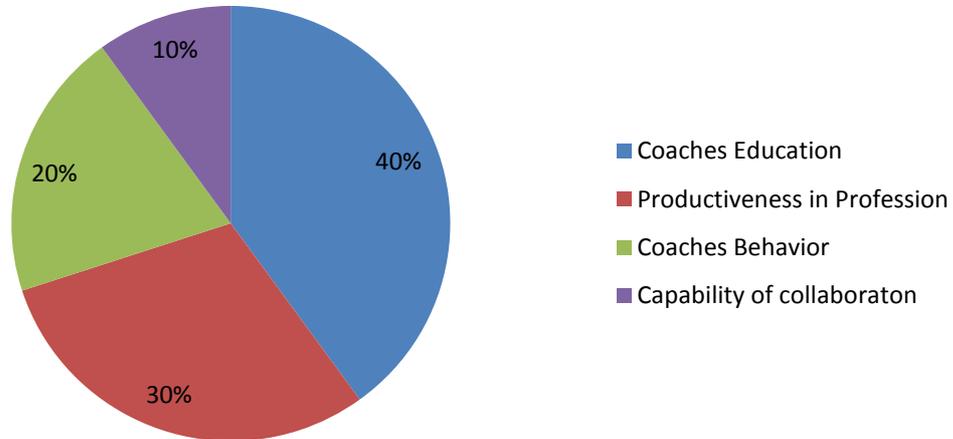
In 22 and 23 of July 2017 in Patras - Greece we tested the module 2.1 'Intercultural communication" which is part of CLU. In the educational process took part 8 future coaches and 2 young athletes. At the end of the training a survey was conducted to evaluate the applied training model and determine the degree of satisfaction of the participants.

The questionnaire was consisted of 7 questions in English language according to the aims of the Project. The questions aimed to study the students' opinion on the presented topics, the organization of the education and the relevance of the presented training model.

1

According to the results the most interesting tool according to annex 8 was the criticism and compliment. 40% of the participants answered that the most interesting topic in their opinion was "The criticism and compliment about one coach's education for his/her sport". Another 30% of the participants answered that the most interesting topic in their opinion was "The criticism about one's productiveness in his/her profession". Another 20% of the participants answered "The criticism about the behavior coaches have towards their athletes" and 10% of the participants answered "The criticism and compliment as far as the capability of collaboration in his/her working sector".

## Criticism and compliment

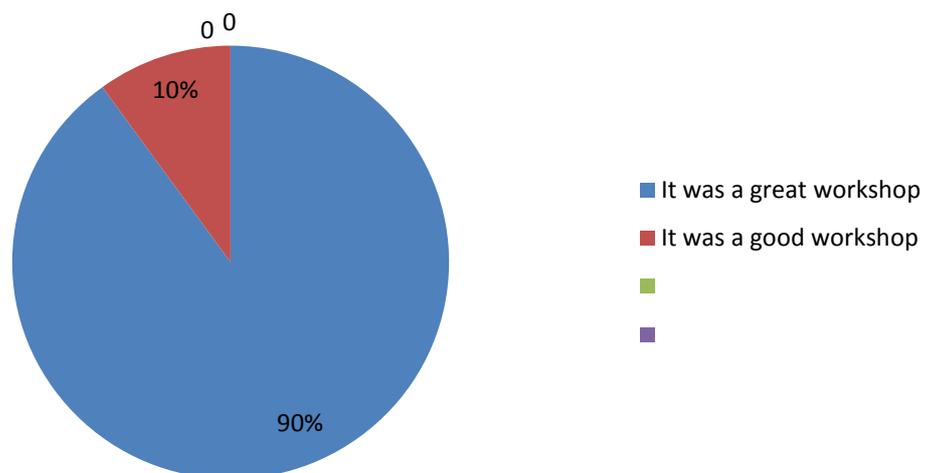


All participants answered that the most interesting activity in their opinion was the active listening unit”.

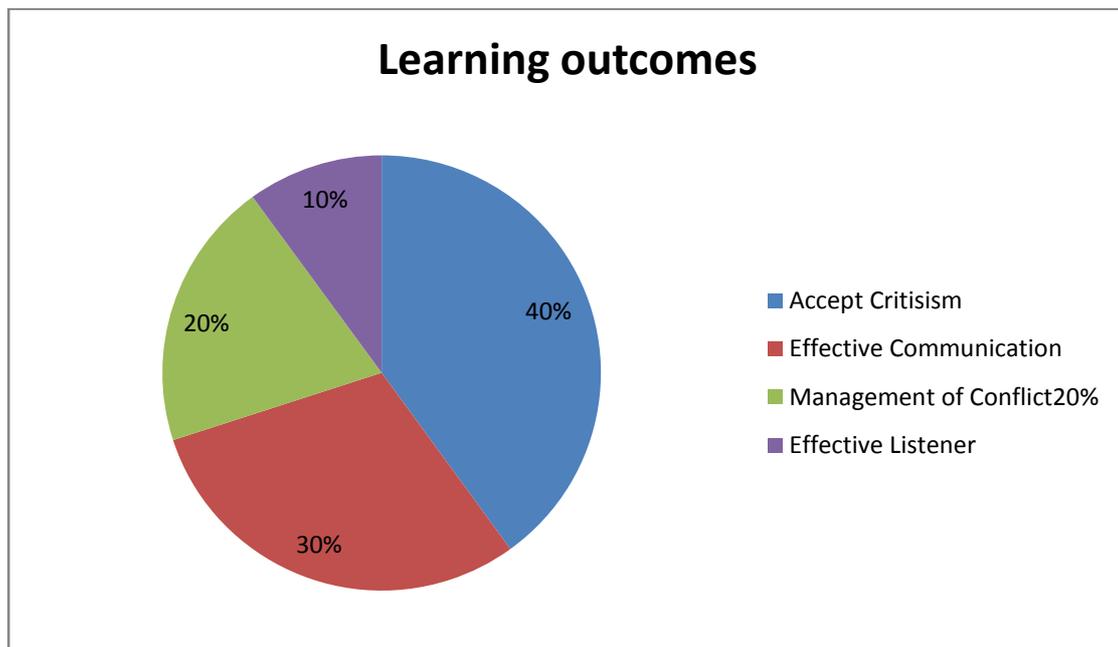
All participant se valuated the general planning of the workshop and the adopted method positively, as 90% answered that “It was a great workshop and I enjoyed it a lot”, while 10% said “It was a good workshop”.

2

## Evaluation of workshop



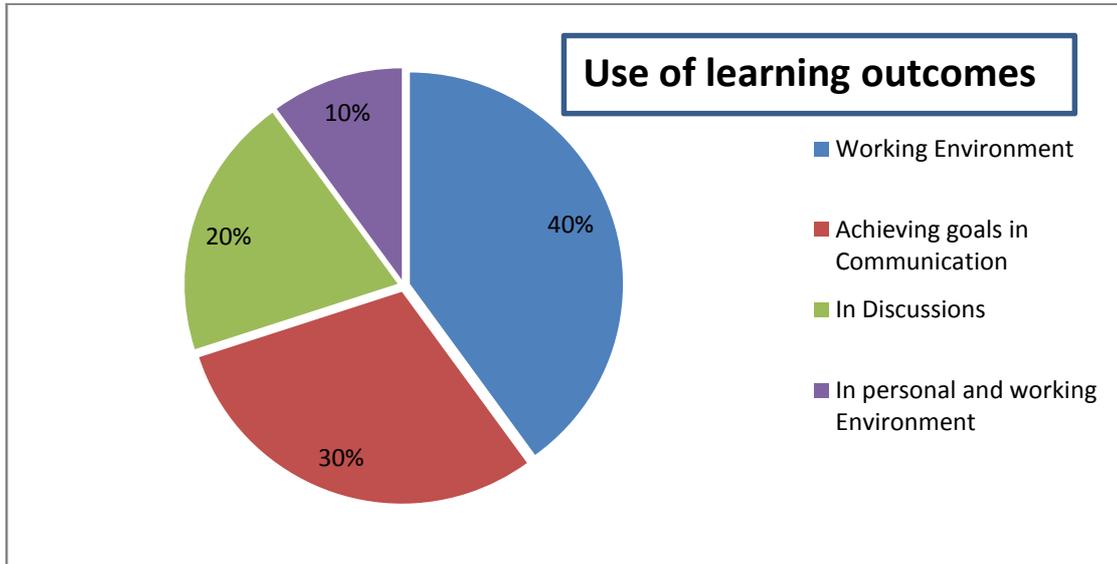
Participants have answered that they think that the most significant they have learnt during the workshop from a personal and professional point of view was “To accept feedback, criticism and compliment” (40%), “New ways of facilitating with effective communication”, (30%), “To exercise the management of conflict” and (20%)“To be a more effective listener” (10%).



3

The participants have not encountered any difficulties during the workshop except one participant who couldn't manage his/her emotions against negative criticism.

The situations in which the participants think it is possible using what they have learnt during the workshop are “In my working environment” (40%), “Achieving my goals as far as communication with other people” (30%), “In discussions with other people” (20%) and “In my personal and working environment” (10%).



All participants evaluated with the highest possible mark (5 = EXCELLENT) all aspects, as it is shown to the following index:

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	How do you evaluate the following aspects?	Average mark
8	The relevance of the competences choice for the training pathway, compared to your professional need.	5
9	The relevance of the didactic method.	5
10	The quality of the supporting material.	5
11	The quality of the relationship with trainers.	5
12	The quality of the relationship with colleagues.	5
13	The achievement of the training objectives.	5

The learners have not encountered any difficulties during the workshop except one student who had difficulties in accepting criticism without the ability to answer back.

According to the results of the inquiry we conclude that the tested model of active listening has contributed for building the necessary knowledge and skills towards our participants. These skills and knowledge are part of the educational model for building new competences for coaches and youth athletes according to the needs in the modern world of sport development.