



Social coaching and counselling

What is social coaching and counselling ?

Social coaching and counselling on migration consist of advising and guiding, in a planned manner, during the learning process to refugees and migrants in several decisions and situations of their life, problematic or not, especially in relation to personal, family and work issues. For example, speaking about the pre-migratory experience, expectations and priorities regarding integration in the host country. Other personal issues that may affect their integration and learning should also be dealt with in a transversal and complementary manner.

Through coaching and counselling, the goal is to promote social and professional development, improving a personal situation of any kind (professional, educational, personal, etc.).

Social coaching might be useful in the case of migrants who do not yet share the communication patterns of the receiving country, especially it will give them social skills that will help them integrate into the country of residence.

How does this work ?

It is necessary to focus on future goals, so that migrants achieve a satisfactory life in a new country. Firstly, it would be done focusing on the past (personal background, migratory trajectory and pre-migratory experience), trying to find solutions to problems and creating a diagnosis of the person's situation.

The challenges facing coaching and counselling when working with refugees and migrants are :

- Define and achieve priorities and objectives ;
- Overcome and face the language barrier ;
- Adaptation and change management, skills to overcome stress, frustrations and constant changes ;
- Manage the culture shock, trying to achieve an intercultural context, new habits to develop and obtain a good experience in the new country, create connections and friendships.

Keep in mind

- The context and the current situation of the user.
- It is appropriate to work in an environment that is not excessively structured, such as a team instead of establishing a "coaching-user" relationship.
- Ask questions with clear and clean language. Help yourself with the use of space, movement and the power of repetition.
- Focus the conversation towards the future, trying to be positive.
- Emphasize listening by using facial expression and body language.

- Schedule a follow-up plan and write down everything. It is key to achieve the objectives.
- Transmit respect and treat everyone with dignity.

Ressources

- It is recommended to consult the Global Coaching and Mentoring Alliance (GCMA) and European Mentoring and Coaching Council (EMCC) WEB : https://www.emccouncil.org/about_emcc/gcma/ ; the Association for Coaching (AC) : <https://www.associationforcoaching.com/>; the International Coach Federation (ICF) WEB : <https://coachfederation.org/>.
- Framework competences: <https://emcc1.app.box.com/s/4aj8x6tmbt75ndn13sg3dauk8n6wxfxq>
- ELGPN : <http://www.elgpn.eu/>
- Lighthouse Project : <http://www.lighthouse-project.eu/es/>



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