

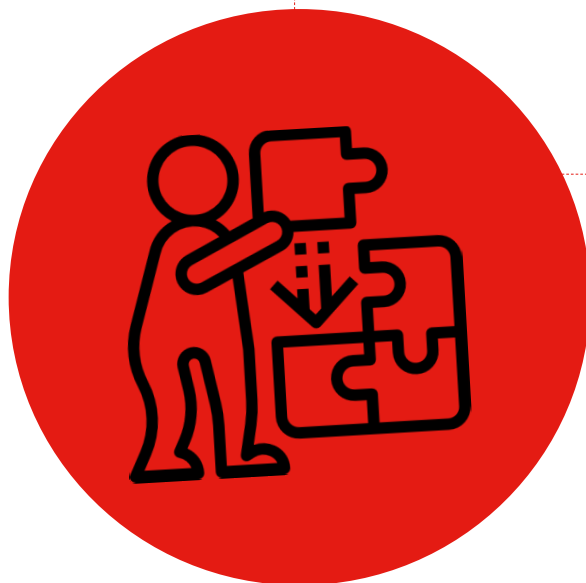
BE COUNSELLOR IN AN INTEGRATED WORKSPACE



SKILLS REPOSITORY

BE COUNSELLOR IN AN INTEGRATED WORKSPACE

This repository of skills is focused on the counsellor who works in an integrated space. It is assumed that the professional already has prior counselling skills (mastery of interview techniques, proactivity, participation in events / conferences on vocational guidance, etc.).





BE COUNSELLOR IN AN INTEGRATED WORKSPACE : SKILLS

KEY SKILLS

- Provide counselling / Conduct a one-time interview without appointment
- Conduct a brief interview with flexible time constraints
- Conduct an interview outside the prescriptive frame
- Conduct an interview in an open space
- Conduct an interview respecting the reciprocal anonymity
- Inform itself and inform client
- Provide multimedia mediation
- Optimize multimedia resources
- Inform colleagues and the hierarchy
- Ensure the security
- Animate a session, a workshop, a group service

COMPLEMENTARY SKILLS

- Build and offer training modules
- Conduct a project
- Ensure quality
- Animate/create a partnership

SOCIAL AND PERSONAL SKILLS

CROSS-CUTTING TECHNICAL SKILLS

- Work in a network / cooperate
- Work in a global / holistic approach
- Work in an educational / didactic approach



KEY SKILLS

Provide counselling / Conduct a one-time interview without appointment

- Switch from one counselling interview to another without preparation, with a large variety of audiences and different requests
- Conduct an interview guided by the clarification of the request
- Identify the stage of progress in which the person is located, take note of the relevant information
- Define objectives by clarifying which will be the priority aspects that can be taken into account
- Set up a frame (limited in time, punctual and anonymous)
- Master your own field of expertise and delimit its scope
- Quickly mobilise its own resources, internal and external resources of the integrated workspace
- Offer useful services to the client
- Understand the vocational guidance and professional identities of the client
- Agree on the objectives and expectations of the session
- Identify abilities / resources and challenges with the client

Conduct a brief interview with flexible time constraints

- Take into account the pressure of the queue
- Adjust the duration according to the issues
- Comply with the ticketing system if required

Conduct an interview outside the prescriptive frame

- Separate from the operation of its original structure to adopt a flexible framework
- Admit that it is to intervene on a first level of information
- Adopt yourself to the operating modes of the integrated workspace
- Ask colleagues for complementary expertise

Conduct an interview in an open space

- Respect and make respect the good sound volume
- Foster the feeling of a "privacy bubble"
- Provide counselling taking into account the immediate proximity with other professionals
- Identify the fields of competences of his colleagues
- Request / offer complementary skills to colleagues during or after the interview
- Adapt yourself to other services than those of its original structure

Conduct an interview respecting the reciprocal anonymity

- Create a working alliance with the public by ensuring that there are no issues, no control, no decision
- Accept that the original structure of the counsellor is erased in favor of what is played in the quality of listening and counselling

Inform itself

- Know the areas of expertise of other Spaces of counselling / partner/ service
- . Know the variety of activities offered in the frame of the integrated workplace

Inform (client)

- Clarify the needs of clients
- Find and use relevant sources of information
- Choose and transmit according to the specific needs of the client
- Propose adequate methods for information search
- Verify the integration of information into the client's project

Provide multimedia mediation

- Deal directly with a question asked by the person using the most appropriate sources
- Know how to help a person to appropriate the space and resources of the integrated workspace

Optimize multimedia resources

- Detect, identify and share relevant information resources
- Know the resource persons who update and provide useful information
- Know how to use databases, know how to check sources of information and their relevance
- Promote to the client the plurality of resources

Inform colleagues and the hierarchy

- Use appropriate means to inform colleagues of any changes that may interfere with their activity
- Make the information useful to his hierarchy
- Participate in symposia and other internal sessions to the service or inter-service

Ensure the security

- Ensure the opening or closing of the integrated workplace according to the directives specific to each integrated space
- Know and apply safety instructions in case of emergency

Animate a session, a workshop, a group service

- Clarify information needs
- Determine the contents
- Apply appropriate animation methods
- Support the process taking into account the dynamics of the group
- Check the integration of the result with the projects of the participants

COMPLEMENTARY SKILLS

Build and offer training modules

- Design and schedule sessions
- Participate in the designing of tools (animation support, documentary production)
- Inform of the frame of reference and the objectives of the offer
- Animate sessions
- Evaluate the overall animation / learning process
- Demonstrate the ability to be innovative by creating new workshops, training according to the needs of the public

Conduct a project

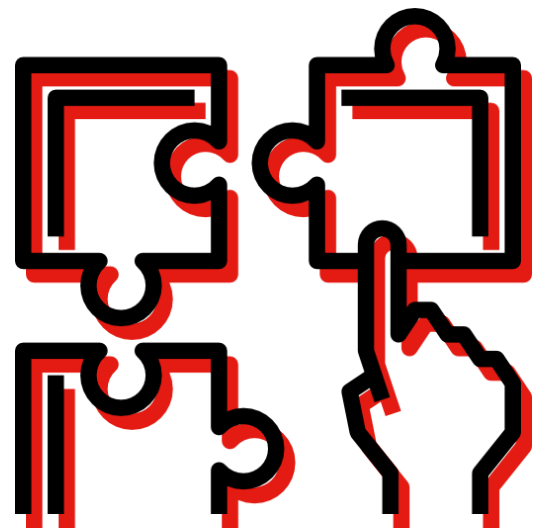
- Clarify objectives
- Set up an action plan
- Lead the project according to the proven standards
- Evaluate the progress of the project
- Send conclusions
- Ensure impact in the practice

Ensure quality

- Regularly define measuring tools : satisfaction questionnaire, impact of the services
- Collect data
- Analyse, interpret and discuss the results
- Propose improvements, new measures
- Check the effects of the application of the measures taken

Animate/create a partnership

- Mobilise / convince external partners
- Establish and maintain a functioning balance (win-win partnership)
- Make the partnership live



CROSS-CUTTING TECHNICAL SKILLS

Work in a network / coope- rate

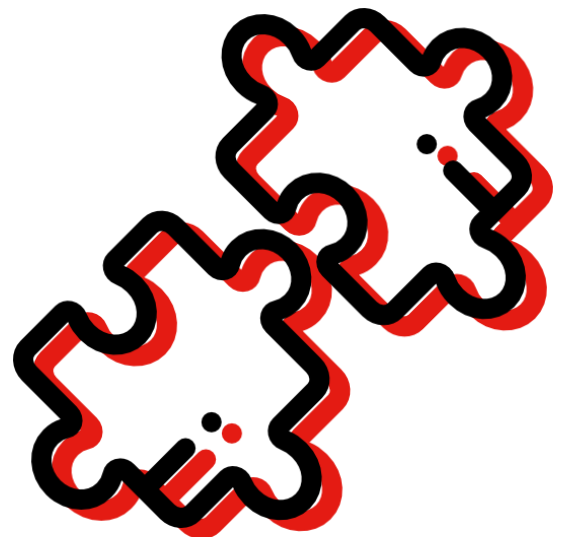
- Share information with colleagues
- Participate actively in the smooth functioning of the integrated workspace
- Deliver a service on behalf of the integrated workspace
- Respect an ethical code of partnership (respect, non judgment, absence of rivalry, search for solutions, sense of compromise)
- Identify resource persons
- Define and negotiate the type of collaboration

Work in a global / holistic approach

- Keep in mind the overall vision of the integrated workspace (different spaces and services)
- Inform about novelty/ conduct a watch (documentary, legislative, socio-economic, etc.)

Work in an educational / didactic approach

- Aim at the autonomy of visitors
- Know how to help a person to appropriate the space and the resources of the integrated workspace
- Guide audiences and help them use multimedia resources
- provide support how to use specific software for each integrated workspace
- Encourage the person received to continue the process of reflection (exploration, search for information, visiting other spaces, participating in workshops or other collective actions)
- Promote self-observation of the person and dialogue with him/herself



SOCIAL AND PERSONAL SKILLS

Self-evaluate

Perfect his/
herself

Update his/her
specific
knowledge

Maintain his/her
personal balance

Demonstrate
flexibility and
adaptability

Create a
relationship

Create a positive
atmosphere

Adapt yourself to
different
audiences

Be available for
client

Manage stress
and conflict

Set priorities and
manage time

Respect
professional
ethics

Demonstrate
initiative and
creativity

Communicate
easily (oral and
written)

Practice inter-
comprehension

Demonstrate
empathy

Openness to
experience





KEY
SKILLS



COMPLEMENTARY
SKILLS



CROSS-CUTTING
TECHNICAL SKILLS



SOCIAL AND
PERSONAL SKILLS



BE COUNSELLOR IN AN
INTEGRATED WORKSPACE





