

COMPETENCE AREA:

Communicating meaningfully with others

COMPETENCES CRITERIA

INDICATORS

AN ABILITY TO LISTEN ACTIVELY

Knowledge of the various dimensions and elements of active listening and non-verbal communication

Demonstrates an understanding of what lies behind the concepts of active listening and non-verbal communication

Refers to theories and shares the sources of knowledge

Skill to actively listen

Listens carefully to others without interrupting and in an unbiased manner

Pays attention to body language

Skill to support learners in engaging in active listening

Encourages sharing and expressing using adequate methods

Non-judgmental and engaging attitude

Listens openly, without judgement

AN ABILITY TO BE EMPATHETIC

Knowledge of empathy and related mechanisms

Understands the difference between sympathy and empathy

Skill to work with empathy in a way that allows others to learn from the experience

Applies empathy practices in a way that allows others to learn from the Experience

Acknowledges the experience of the learner

Skill to empathise and to relate to emotional mechanisms

Identifies what sparks their own emotions and empathises with the learner

Openness to the expression of feelings and emotions

Is comfortable dealing with unexpressed concerns, feelings and emotions

Readiness to challenge one's own emotions and beliefs	Where relevant, is honest about their personal emotional process
Knowledge of emotional intelligence principles	Shows a clear understanding of feelings and emotions and their impact on others
Skill to deal with emotions and to ask for support	Creates opportunities for meaningful communication Relates the person to the issue/situation
Skill to encourage sharing and support within the group	Creates a safe environment where feelings and emotions can be freely and respectfully expressed
Openness to the clear expression of thoughts, feelings and emotions	Asks the right questions when confronted with unclear or unexpressed negative feelings
Knowledge of the various dimensions of identity	Recognises and understands when personal support is needed

AN ABILITY TO CLEARLY EXPRESS THOUGHTS AND EMOTIONS

Knowledge of the various dimensions of identity	Demonstrates an understanding of modern concepts and theories of diversity
Skill to develop, adjust and apply methods supporting an awareness of one's identity and its inherent elements	Deals with uniqueness through a complex approach to their own identity Addresses the issue of identity when working with a group of learners Explicitly or implicitly relates theories and experiences to the realities and identities of the group of learners

AN AWARENESS OF IDENTITY-RELATED ISSUES

**BEING
DIVERSITY-
AWARE**

Knowledge of methods and approaches towards working with diverse groups of learners	Refers to methods and approaches towards working with diverse groups of learners
Knowledge of diversity-related mechanisms	Demonstrates an understanding of diversity-related mechanisms
Skill to use methods and approaches that enable cooperation among and working with different learners within a group	Applies methods that allow the group of learners to deal with diversity and support intra-group cooperation Deals with the limitations of certain principles and the impact they can have on a group's diversity
Skill to work with diverse groups of learners	Works effectively with learners from diverse backgrounds
Sensitivity and openness to diversity	Is sensitive to the needs of and challenges faced by learners and opportunities that exist within the group of learners