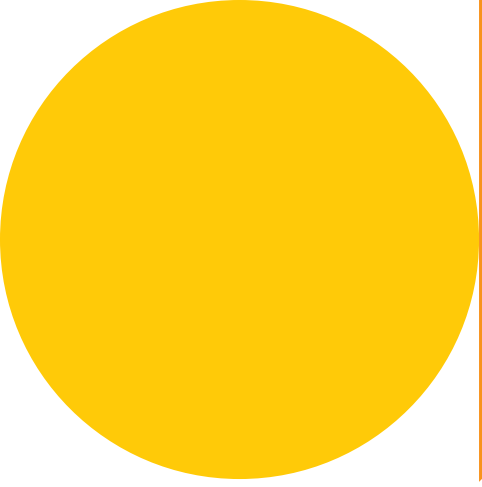




Programme: ERASMUS+
KEY ACTION 2: COOPERATION AMONG ORGANISATIONS AND INSTITUTIONS
Partnerships for Cooperation: Cooperation Partnerships
Action Type: KA220-ADU - Cooperation partnerships in adult education
Field: Adult education

**Innovative Support and Education for Parents of Children with
Disabilities through Informal Advising**

IPAR

IPAR Comprehensive Training Programme

MODULE 3

PROFESSIONAL SELF-MANAGEMENT AND ETHICS IN INFORMAL ADVISING

Project Number: 2024-1-TR01-KA220-ADU-000250033



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3.1. Setting boundaries

Setting boundaries in informal advising is so important because boundaries:

- ☐ protect your energy and time.
- ☐ help you maintain a clear relationship.
- ☐ support building trust.
- ☐ help prevent burnout.

The types of boundaries an informal advisor needs

Type of boundary	Example
Time	"We can talk on Tuesdays between 10:00 - 11:00."
Emotional	"I understand you, but I can't make your decisions for you."
Physical	"Let's meet in a public place or online."
Digital	"I respond to messages during business hours."
Role of the advisor	"I'm your advisor, not an expert. I can listen and encourage you."

How to set and maintain boundaries

1. Use **clear communication**. At the start of the consultation, say what you are offering and on what terms.
2. It's important **to strike a balance** - to be neither too hard nor too soft.
3. **Consistency** is very essential. Once you have set the rules, they should apply to everyone - even people you know personally or have a close relationship with.
4. Don't be afraid **to say 'no'** if you feel it is necessary.

3.2. Conflict resolution in informal advising

Conflict is a normal part of everyone's life. It arises when two or more people have different opinions, needs, ideas or goals and these differences come into conflict with each other. Conflict does not have to be something negative right away. It can also be an opportunity for change, growth, or better understanding between people - if managed correctly.

In families where a child with a disability is growing up, conflict may occur more often - because of stress, fatigue, fear, or misunderstanding. They can arise between parents and each other, between parent and professional (e.g. doctor, teacher), but also between parents and the wider family or community.

Types of conflict

1. **Inner conflict** - takes place inside a person.
2. **Interpersonal conflict** - arises between two or more people.
3. **Group conflict** - refers to groups of people, for example between parents and professionals in a setting.
4. **Values conflict** - arises when people have different beliefs or values.
5. **Conflict of interest** - occurs when two people want something that contradicts each other.

The Thomas and Kilmann model of five conflict resolution styles

Resolution style	What it means	When it is used
Competition	A person tries to assert his or her point of view at any cost.	In a crisis situation when a quick decision is needed.
Accommodation	A person gives in, yields to another.	When the relationship is more important than the specific problem.
Avoidance	Conflict is ignored, postponed, or avoided.	When the time is not right to resolve or the conflict is small.
Compromise	Both parties give up something and come to a "halfway" agreement.	When time is limited and a quick resolution is needed.
Collaboration	A win-win solution is sought.	When there is time and willingness to seek a joint, lasting solution.

Selected principles of verbal communication in conflict

☐ Active listening

helps to release tension, the other party feels that someone is taking them seriously, and you can better understand the person's needs and thus better seek a solution.

☐ I-message, You-message

"You- message " - it is directed at the other person and often sounds like a reproach or accusation.

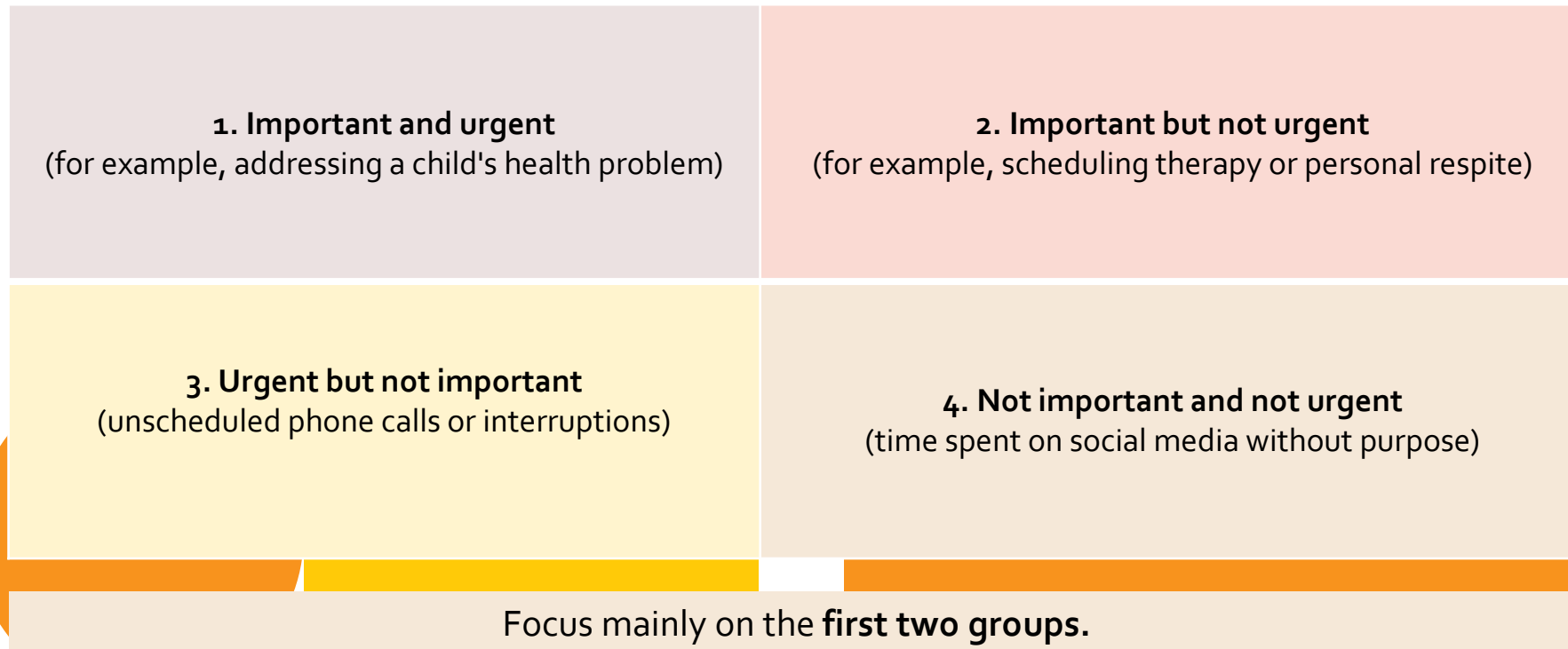
"I-message" - expresses how we feel and what we need, without blaming the other person.

☐ Assertive communication

differs from two other styles: passive (when a person remains silent or withdraws) and aggressive (when a person yells, accuses, or attacks). Assertiveness is a happy medium - it allows you to defend your rights while maintaining respect.

3.3. Basic principles of time management

An uncomplicated way (**Eisenhower matrix**) to prioritise is to divide tasks into four groups:



Time thieves

"Time thieves" are those things that unknowingly steal our time and prevent us from focusing on essential tasks:

- ☐ unexpected phone calls or messages,
- ☐ too much use of mobile phones and social networks,
- ☐ long conversations that don't lead to solutions,
- ☐ unscheduled visits,
- ☐ deciding at the last minute what to do next.

Practical tools and methods for time management

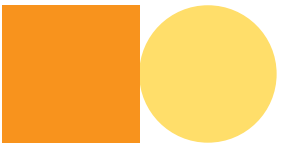
- ❑ To-do list - simple and clear
- ❑ Planning your day and week - how to make a sensible plan
- ❑ Pomodoro Technique (working in time slots)
- ❑ The "stop-time" principle (how to know when to stop)
- ❑ Use simple tools (paper calendar, mobile phone, notes)

3.4. Ethical principles in informal advising

Ethics in informal advising is a fundamental pillar that ensures trust, safety, and effective support for the other person.

The most important principles that should be an integral part of the informal advisor's daily work are as follows:

- ❑ **Confidentiality:** Maintain confidentiality about personal information entrusted to you and only break it in cases of necessary protection.
- ❑ **Respect and Equality:** everyone has the right to their opinion and decision, accompany, do not impose solutions.
- ❑ **Voluntary:** Encourage free decision making, do not use coercion.
- ❑ **Do no harm:** Avoid judging, moralising, and overburdening yourself and others.
- ❑ **Accountability and self-reflection:** Monitor your behaviour, learn from mistakes, refer for professional help when needed.



Thank You



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