

Description	How to develop	How to measure
Capacity to accept or tolerate delay, trouble, misunderstandings, etc. without lose the temper	By creating buffers between actions, looking for relax activities, breath control and developing self-regulation.	By self-evaluation, behavior changes observation and aswer time measuring.
Ability to understand and share the feelings of another.	Practice active listening, focusing on understanding the other rather than judging them, training the ability to understand one's own emotions, eliminating prejudices and stereotypes, take time to listen to each other's feelings	By self-evaluation and exercises of feelings guessing without words.
Ability to listen to obtain information, process it and understand the actual message.	By practising patience, attention, giving acknowledgement, respond to the speaker to encourage to continue the speech, defer judgment and respond appropriately, help in the clarification of thoughts and emotions, showing appropriate body language, development verbal and non verbal communication.	By writing down the meaning of a given speech.
Give and recive feedback on understanging and activities.	By working on nonevaluation, objectivity, support, honesty, timeliness, empathy and specificness. Focus on performance and the impact. Privacy of feedback. Choose the right moment. Recognition of improvements	By self-evaluation and exercises where the examined one has to make corrections on mistakes comited on purpose.
Working with someone to produce or create something.	By defining purposes and the strategy, knowing how to share knowledge, experiences, skills or background, building trust, involvement of appropriate people, adequate distribution of tasks, involvement of all members	By conducting cooperative activities.
Quality of being willing to consider ideas and opinions that are new or different to your own.	Working in avoiding stereotypes and prejudices, admit own mistakes, learn tacticts to keep the mind open, improve the research skills, develop the possibility of analysing the reality and situation from multiple perspectives. Read and analyse different opinions from the same topic. Knowing more cultures	By self-evaluation and exposition to alien enviroments.
Find peacefull solutions to disagreement. - Ability to identify and understand the essential aspects of problems in order to be able to define their priorities, develop possible solutions using both experience and creativity, arriving in an appropriate and suitable time for the effective solution of the problem	Developing active listening, analysis of the cause of a conflict, emotional intelligence, use of appropriate language, capacity of defusing the tense situation, working in possitive solutions, recognising win-win solutions for everybody	By conducting cooperative activities.
Find and isolate capabilities to be developed in the mentees. - Management capacity that is concretized in dedicating attention and energy to the enhancement and evaluation of one's collaborators, capturing development trajectories that match the skills possessed and training needs to positively impact their intrinsic motivation.	Learning about asking personal questions , identyfing skills, strengths and weaknesses, learning about designing tasks to develop capabilities, making adequate goals (specific, measurable, achievable) and adjusting it with time, knowing how to give constructive feedback	By taking exams before and after the formation.
Move mentees to act in a way that achieves a specific and immediate goal.	Sharing the effort, understanding and appealing to emotions, find and transmit the reasons to motivate the actions, development of empathy	By conducting tests before and after the formation.
Be able to transmit contents from general to particular, without atomisation and in a progresive way, i.e. to structure and explain the structure of the contents. To establish general methodology of teaching and particular for each of the contents to be taught.	By planning different stages or steps to develop each of the abilities to be developed.	A proffesional will supervise the planning and evaluate.
Process of making something simpler or easier to do or understand.	Learn about detection of redundancies or inefficient things or steps. Improve the analysis of activities, define the final goal.	By transmitting ideas with a limited (evaluated) number of words.
Pass on concepts, methods, tools, techniques, shapes, etc. related to the craft. Transmit their relevance across history and why the should be preserved and enhaced, when possible.	By identifying the historical roots of the craft and learning its history.	By taking exams before and after the formation.