Mentoring skills

A one-day workshop

Overview

This in-person mentoring skills training programme provides an understanding of the skills and behaviours needed for successful mentoring. It will help you use a mentoring approach in formal and informal situations, and help you find collaborative and meaningful approaches to how you engage and communicate with others. You will understand the behavioural aspects of mentoring and how to align them with your organisation's values.

Learning objectives

By the end of the workshop participants will be able to:

- Understand the background to mentoring
- Understand the skills, tools and behaviours a good mentor needs and be able to demonstrate them in practice
- Understand the boundaries of the mentoring role
- Understand the benefits of mentoring
- Review and evaluate learning to take back and apply in your role

Audience

This session is appropriate to managers at all levels across the public sector.

Format

A highly practical one-day workshop for a group of up to 12 people.

The expert trainer

Amanda Dudman is an extremely popular trainer, facilitator, coach / mentor and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors. She was the co-author of *An Introduction to Enterprise Mentoring, Get Mentoring* and the *Get Mentoring Pocket Book*.

Amanda's programmes get great feedback, as the following comments from sponsors and participants show:

- 'The team really enjoyed the training and felt that they got something out of it, which is really positive. I felt that it went really well and gave the workers an opportunity to reflect on the way they respond to situations and why, and building up their resilience. It certainly helped me!'

- 'Many thanks for the training workshop yesterday – really inspiring in both the content and the way you encouraged us all to participate.'

- 'Great feedback from the trainees today and lovely to see our partners also really enjoyed the training too. I do think this has made a real difference. Amanda you were excellent and a really engaging trainer with lots of very practical advice for the trainee mentors.'

- 'Brilliant all round!'

- 'Inspirational facilitator.

- 'Just great!'

- 'Great facilitator!'

- 'Brilliant!'

- 'Fantastic.'

- 'Day flew by.'

- 'Excellent day. Best training delivered to me so far.'

- 'Very informal trainer. Knows what she is taking about, energetic and passionate!!!'

- 'Very knowledgeable and very clear messages. Showed experience in the topic.'

- 'The trainer was awesome.'

- '[Amanda] was bubbly, very friendly. Knew her stuff. Very inspiring.'

- 'Excellent. Font of fantastic knowledge.'

- 'Fab!!!'

Workshop outline

1   Welcome, aims and introductions
- ✓   Thinking about our personal challenges
- ✓   Learning objectives

2   Morning session
- ✓   Understanding mentoring
    - -   What is mentoring and where does it fit in?
    - -   Identifying the core skills and behaviours a good mentor needs
- ✓   Mentors pull, they don't push
- ✓   Understanding and exploring a non-directive model (Pull / Push model)

- ✓ The skills and tools required by a mentor
- ✓ How will you communicate effectively with your mentee?
- ✓ Non-verbal communication
- ✓ Active Listening skills
- ✓ Rapport and compassionate feedback: using a feedback model
- ✓ The right environment: how will you create the right environment that is collaborative, accountable and compassionate?
- ✓ Ethical behaviour
    - What are the boundaries of the mentoring role? How will I behave ethically?
    - How can I build a trusting and respectful relationship?

3 Afternoon session

- ✓ Barriers and challenges to mentoring conversations: how can I overcome any barriers there might be to effective mentoring relationships?
- ✓ Applying the skills, knowledge and experience to the mentoring role
- ✓ How to draw on mentoring skills in practice: introducing a process framework
- ✓ Skills practice
- ✓ Using feedback from observation and mentoring skills practice experiences
- ✓ Tips and guidance

4 Action planning

- ✓ Review
- ✓ Personal action planning