

## **Developing mentoring skills**

**A one-day face-to-face workshop  
(or two half-days)**

### **Overview**

This one day in-person training workshop will help give you 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.

The training day is particularly useful for anyone wishing to train a group or community of mentors to support an in-house mentoring scheme or programme. It can be tailored to fit the specific context of the organisation and works well by integrating learning into a planned scheme, or matching programme.

### **Learning objectives**

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

- The background to mentoring
- The skills, tools and behaviours a good mentor needs and be able to demonstrate them in practice
- The boundaries of the mentoring role
- The benefits of mentoring
- How mentoring works in practice
- How to review and evaluate learning to take back and apply in their role

### **Audience**

This session is appropriate to all line managers.

### **Format**

This is a practical, participative workshop style day, with plenty of opportunities for interaction, asking questions and sharing ideas and practice. There will be different tasks, activities and exercises as well as time for reflection and review. By the end of the day you will understand the skills and tools you need to be a good mentor.

You will receive a copy of a *Mentoring Skills Workbook* to support your learning, which doubles as a learning guide with helpful ideas and approaches to support you as you begin mentoring, as well as on the training day itself.

## The expert trainer

Amanda Dudman is an extremely popular trainer, facilitator, coach, mentor and consultant. Co-author, with Ruth Lowbridge, of three books on mentoring, *An Introduction to Enterprise Mentoring* (with additional co-author Peter Stevens), *Get Mentoring*, and the *Get Mentoring Pocket Book*, Amanda leads our coaching and mentoring practice.

## Workshop outline

### PART ONE

#### 1 Welcome, aims and introductions

- ✓ Objectives for the day
- ✓ Individual learning objectives

#### 2 Understanding mentoring

- ✓ What is mentoring and where does it fit in?
- ✓ *Activity: What is the role of a mentor?*
- ✓ Identifying the core skills and behaviours a good mentor needs
- ✓ *Activity: What are the benefits associated with mentoring? The benefits for the mentee and for the person in the mentor role*

#### 3 Mentors pull, they don't push

- ✓ Understanding and exploring a non-directive model (Pull / Push model)

#### 4 Skills and tools required by a mentor

- ✓ How will you communicate effectively with your mentee?
- ✓ *Activity: The human communication mix*
- ✓ *Activity: How good are your communication skills?*
- ✓ Non-verbal communication
- ✓ Active listening skills
- ✓ *Activity: How good are your listening skills?*
- ✓ *Activity: Personal analysis of listening habits*
- ✓ Rapport and effective feedback – using a feedback model
- ✓ *Activity: The right environment*
- ✓ How will you create the right environment that is collaborative, accountable and safe?

## **5 Ethical behaviour**

- ✓ What are the boundaries of the mentoring role?
- ✓ How will you behave ethically?
- ✓ How can you build a trusting relationship?

## **PART TWO**

## **6 Barriers and challenges to mentoring conversations**

- ✓ How can you overcome any barriers there might be to effective mentoring relationships?
- ✓ *Activity: Potential barriers to effective mentoring relationships and how to overcome them*

## **7 Applying the skills, knowledge and experience to the mentoring role**

- ✓ How to draw on mentoring skills in practice
- ✓ Introducing a simple process framework

## **8 Mentoring in action**

- ✓ *Case study meetings with a mentee using scenarios OR skills practice in pairs*
- ✓ Using feedback from observation

## **9 Conclusion**

- ✓ Review in plenary
- ✓ Reflection on learning from case study / practice time
- ✓ Tips and guidance
- ✓ Personal action planning