

# THE IN-HOUSE TRAINING COMPANY

## Qualities and skills of an effective mentor

### Overview

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.

### Learning objectives

This course will help participants:

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

### Course format

An interactive and practical one-day course with lots of opportunities to get involved and reflect upon your learning.

### Pre-work

There is a short pre-workshop task to complete before the training workshop takes place.

### Expert trainer

Amanda is a highly experienced coach and facilitator specialising in providing leadership coaching, management development programmes and facilitation services to the public and civil sectors. Her work in the public sector, in particular, has so far extended to facilitation sessions, focus groups, team development, personal effectiveness skills training, customer service training, performance management and appraisal skills training, and specialist leadership and management programmes focused on soft skills.

## Workshop outline

### 1 Welcome, introductions, housekeeping, objectives for the day

- Getting to know each other – personal objectives
- The background to mentoring
- What is mentoring?
- Identifying the core skills and behaviours a good mentor needs
- How does mentoring work?

### 2 The skills and tools required by a mentor

- How will you communicate effectively with your mentee?
- Non-verbal communication
- Active listening skills
- Rapport and feedback
- Using a feedback model
- How will you use reflective practice in different situations? Critical reflection and using mentor feedback

### 3 The right environment

- How will you create the right environment for mentoring meetings?
- What will you cover at the first mentoring meeting?

### 4 Understanding the legal and ethical requirements

- What are the boundaries of the mentoring role?
- How can I build a trusting and respectful relationship?
- A mentoring code of ethics and conduct

### 5 Applying the skills, knowledge and experience to the mentoring role

- What happens at my first meeting? A checklist
- How to draw on mentoring skills in practice: introducing a process framework

### 6 Mentoring in action

- Case study meetings with a mentee

### 7 Group review in plenary

- Learning evaluation and action planning; next steps
- Close

## Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit [www.theinhoustrainingcompany.com](http://www.theinhoustrainingcompany.com)