

Coach-Mentoring Skills for Managers

Who Is The Workshop For?

- Anyone wishing to become a mentor either in the workplace or in the community
- Current mentors wishing to brush up their mentoring skills and techniques
- Anyone interested in acquiring mentoring skills as part of their continuous professional development

This practical and interactive workshop focuses on the skills and techniques needed to act as mentors, primarily in the workplace. The workshop encourages participants to use mentoring as a learning, development and performance-raising tool and to feel confident using a range of techniques to get the best out of the people they mentor.

What Will This Unit Cover?

What is mentoring?

- The difference between Mentoring and Coaching, Counselling and Training.
- Different types of mentoring; formal and informal mentoring.
- Examples and discussion on what is appropriate and when.

The Mentor's role

- Most typical and important interventions.
- Dos and don'ts of mentoring.
- Mentoring versus managing.
- How to avoid the pitfalls.

Learning in a mentoring relationship

- The relationship between mentoring and learning.
- Why it is important to appreciate other people's learning styles and understand your own.

- Assessing your own learning style.

Ethical and cross-cultural issues in mentoring

- Understanding the impact of culture on the mentoring relationship.
- Raising your own awareness of issues of culture and diversity.
- Dealing with cultural barriers and limiting beliefs.
- Gender dynamics.

Skills and attributes of the competent mentor

- Essential mentoring skills: how to build trust and mutual respect;
- the importance of communication
- the use of techniques for effective listening & questioning; giving and receiving feedback. Group discussion and exercises.

Coach/Mentoring techniques

When and how structured models can be used. Feeling comfortable in a structured conversation. Testing the models and creating your own. Group discussion and exercises.

- **The mentoring relationship and its phases**

Starting, developing and closing the relationship. Helping your mentee to develop a plan and to set up objectives. Managing expectations on both sides. The mentoring agreement and the importance of confidentiality. Setting and reviewing boundaries. What happens if the relationship does not work out.

- **Conclusions and questions**

- **Bibliography and further resources**

About Shine People and Places Ltd

Shine People and Places Ltd is a learning and development consultancy specialised in mentoring, coaching, career management support and management/leadership development programmes. We work with public and private sectors organisations who wish to develop their people' potential and maximise the contribution of each member of staff. Our programmes aim at enhancing performance, increase engagement and respond to change in an effective, inclusive and positive manner.