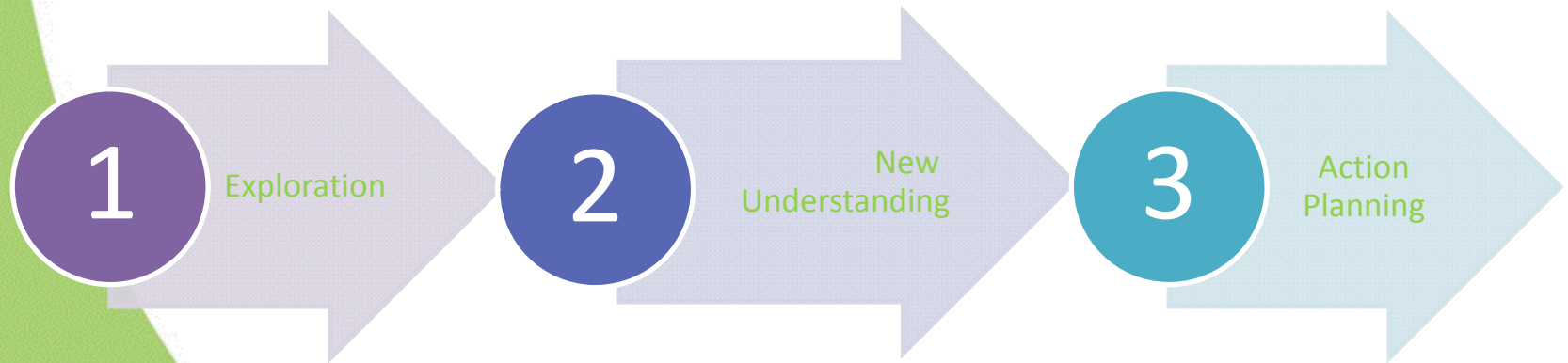


The Mentoring Process



Adapted by Geof Alred, Bob Garvey & Richard Smith from the 'skilled helper model' in Gerard Egan's book 'Skilled Helper: A Problem Management and Opportunity development Approach to Helping, 7th edition 2002'

1. Exploration

How do you do this?

- Negotiate an agenda
- Listen carefully
- Ask open questions
- Summarise



1. Questions You May Ask

'You've said very little about X, but that seems to be central to the issue we are discussing'

'what would you like to talk about today?'

'what I understand you to be saying is... Does this seem right?'

'let's explore this issue some more'

'shall we start by recapping on your last meeting?'

'Tell me your experience of...'

2. New Understanding

How do you do this?

- Listen & Challenge
- Ask Open & Closed Questions
- Summarise & Clarify
- Give information & Advice, don't tell them what to do (fine line!)
- Share Experience & Tell Stories



2. Questions You May Ask

'The way you're talking now reminds me of the time I'

'Now that doing X looks like a viable option, there is some useful information I could share with you

'What is there to learn here, what's the most important thing to work on, now that you are seeing the situation differently?'

'Well done, that feels like a breakthrough'

'What are your options here and what might be the consequences of going X?'

'You've shown real commitment in the situation, but there are also things you've done that you regret. Is that fair comment?'

3. Action Planning

How do you do this?

- Encourage new & creative ways of thinking
- Help to make decisions & solve problems
- Agree action plans
- Monitor progress & evaluate outcomes
- Coach



3. Questions You May Ask

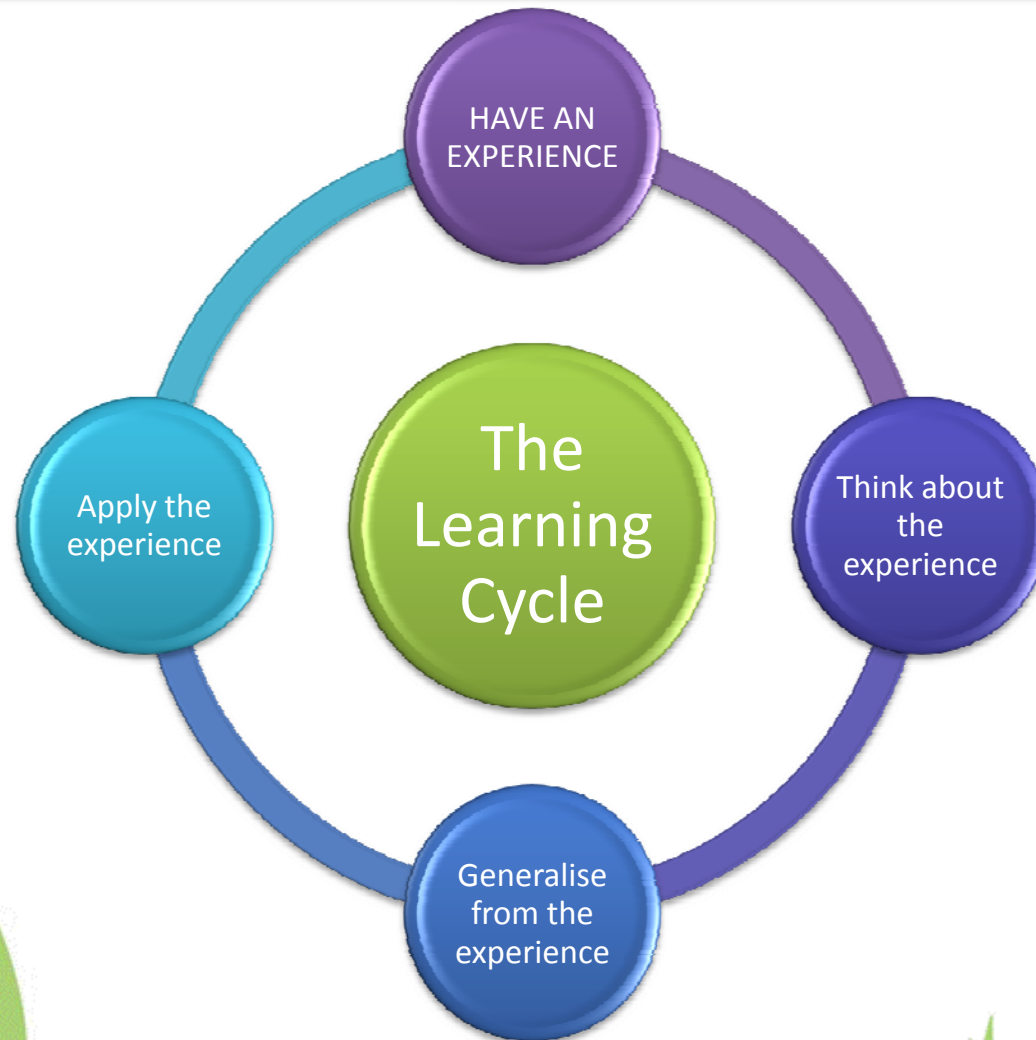
'Lets look at the pros and cons of this option'

'Let's spend some time talking about the mentoring itself, as we agreed to review after three months. Perhaps we could do it over lunch?'

'How can I help you to do this? Perhaps a demonstration of X would help?'

'Now that you've decided to do Y, is there anything you need to do first?'

Another view – Facilitating Learning



Based on Kolb's theory of experiential learning

Tips for Mentors

- Maintain regular contact
- Always be honest
- Avoid being judgemental
- Recognise that you have your own need for support
- Don't expect to have all the answers
- Help your mentee access resources and further support
- Be clear about expectations and boundaries
- Stand back from the issues your mentee raises but works together on them
- Respect confidentiality
- If the relationship falters – hang on