



# STAFF MENTORING PROGRAMME 2022 – 2023

## Mentoring Skills


Oct 2022



# WELCOME

Thank you for joining us in the Staff Mentoring Programme

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““A mentor is someone  
who allows you to see the  
hope inside yourself.”

**Orpah Winfrey**

# GROUND RULES

**We want to create a safe space in which we can work and learn together:**

- Treat everyone with respect
- Be considerate of diverse personal experiences, backgrounds and needs
- Encourage each other to contribute
- Challenge ideas, not individuals
- Ask questions, share your views and give feedback
- Keep your video on and audio off unless speaking





# WHAT WE WILL COVER TODAY...

- What makes a good mentor
- Listening and Communication
- Advice principles; confidential, impartial, non- directive and Empowering
- Boundaries and safety
- Goal Setting



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# WHAT MAKES A GOOD MENTOR?



# WHAT MAKES A GOOD MENTOR?

- Enthusiasm
- Respectful attitude
- Eager to invest in others
- Honest and direct feedback
- Listening and communication
- Commitment
- Empathy
- Relevant knowledge



# LISTENING AND COMMUNICATION

- Open posture, mirror body language
- Brief, regular eye contact
- Don't interrupt
- Ask open questions
- Don't make assumptions- everyone experiences things differently
- Summarise back to them
- Listen to understand - not to respond

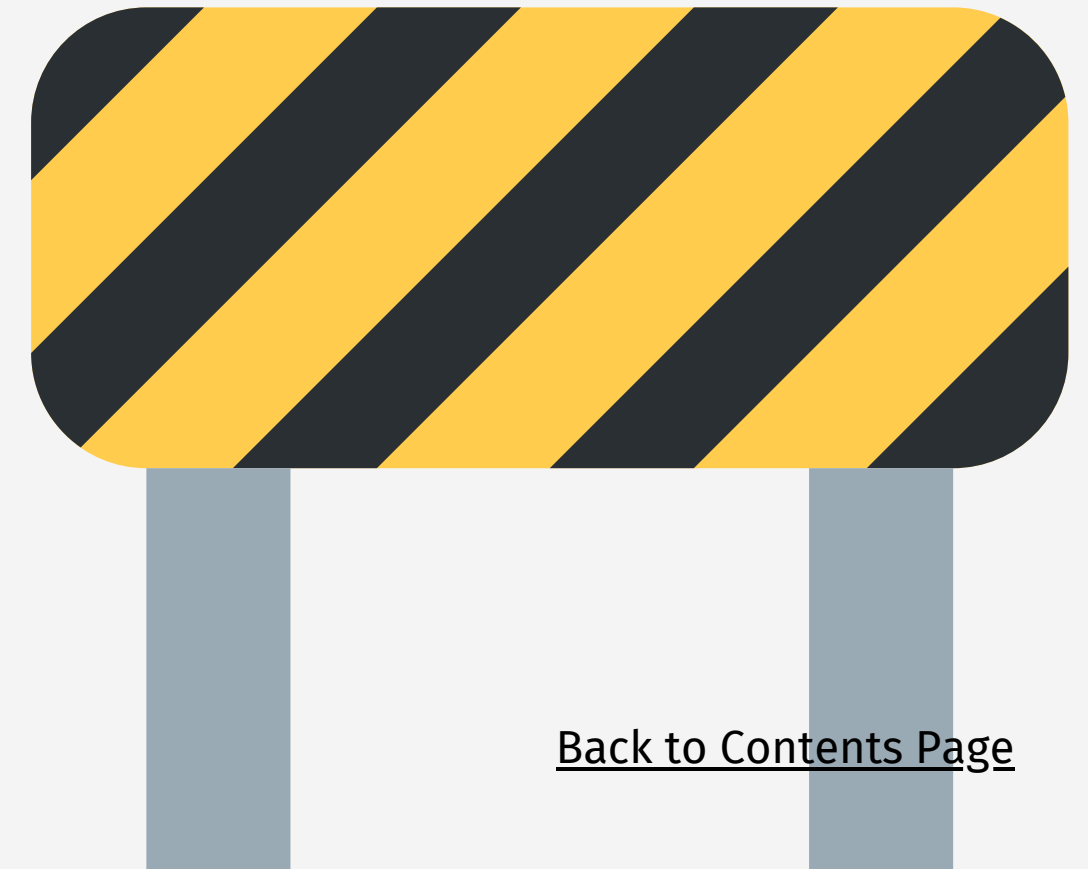


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# BARRIERS TO COMMUNICATION

- Not being present (checking emails, phones, thinking about other things)
- Always thinking about your response - not what they are thinking
- Not understanding the way they communicate and learn
- Biases and preconceptions



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# ADVICE PRINCIPLES

**Confidential**



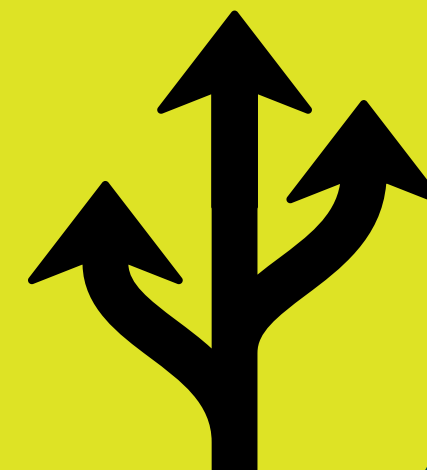
**Impartial**



**Empowering**



**Non-directive**



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# BOUNDARIES

**It is really important for both of you to set clear boundaries for the relationship.**

The HDN Mentoring Agreement, found in your guidance document, will help with this for you.

## **Remember:**

- Keep the relationship professional
- Have set goals of what you want to achieve
- If your mentee needs support and advice that you don't feel comfortable with, you can come back to us and we will support you and them to get the best information



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# BOUNDARIES

**Think of two facts  
about yourself**

**One that you are happy to  
share with the group**

**One that you won't share**





# BOUNDARIES

One that you are happy to  
share with the group



**Pop it in the chat for us  
all to see!**

# BOUNDARIES



One that you won't share

You can pop that straight in  
the bin!

# EMPATHY



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# SUPPORTING YOUR MENTEE

Listen

Question

Goals

Accountability



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# SUPPORTING YOUR MENTEE

Listen

Question

Goals

## Accountability



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# WHO IS THE EXPERT IN THE MENTEE'S LIFE?



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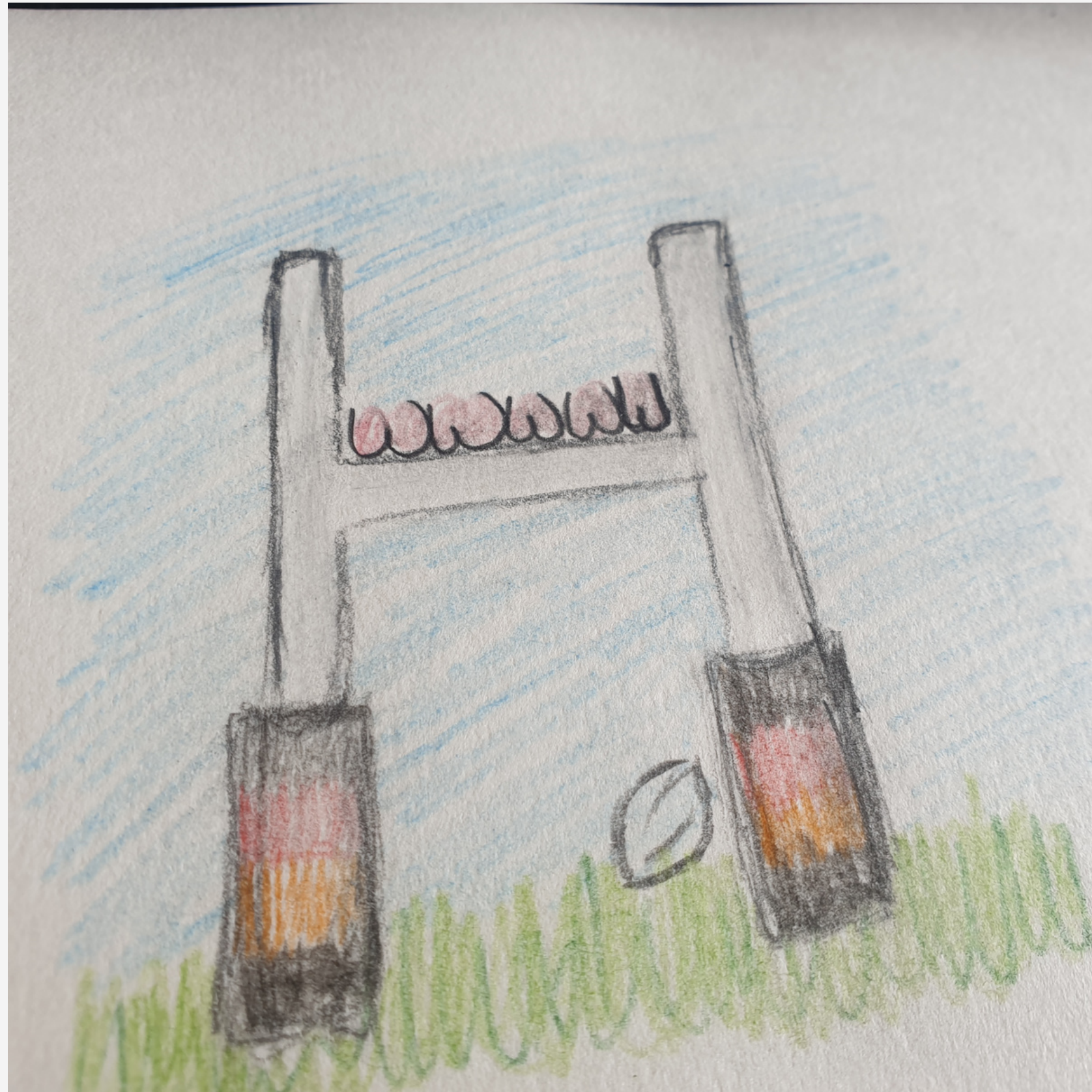
# WHO IS THE EXPERT IN THE MENTEE'S LIFE?



the mentee!

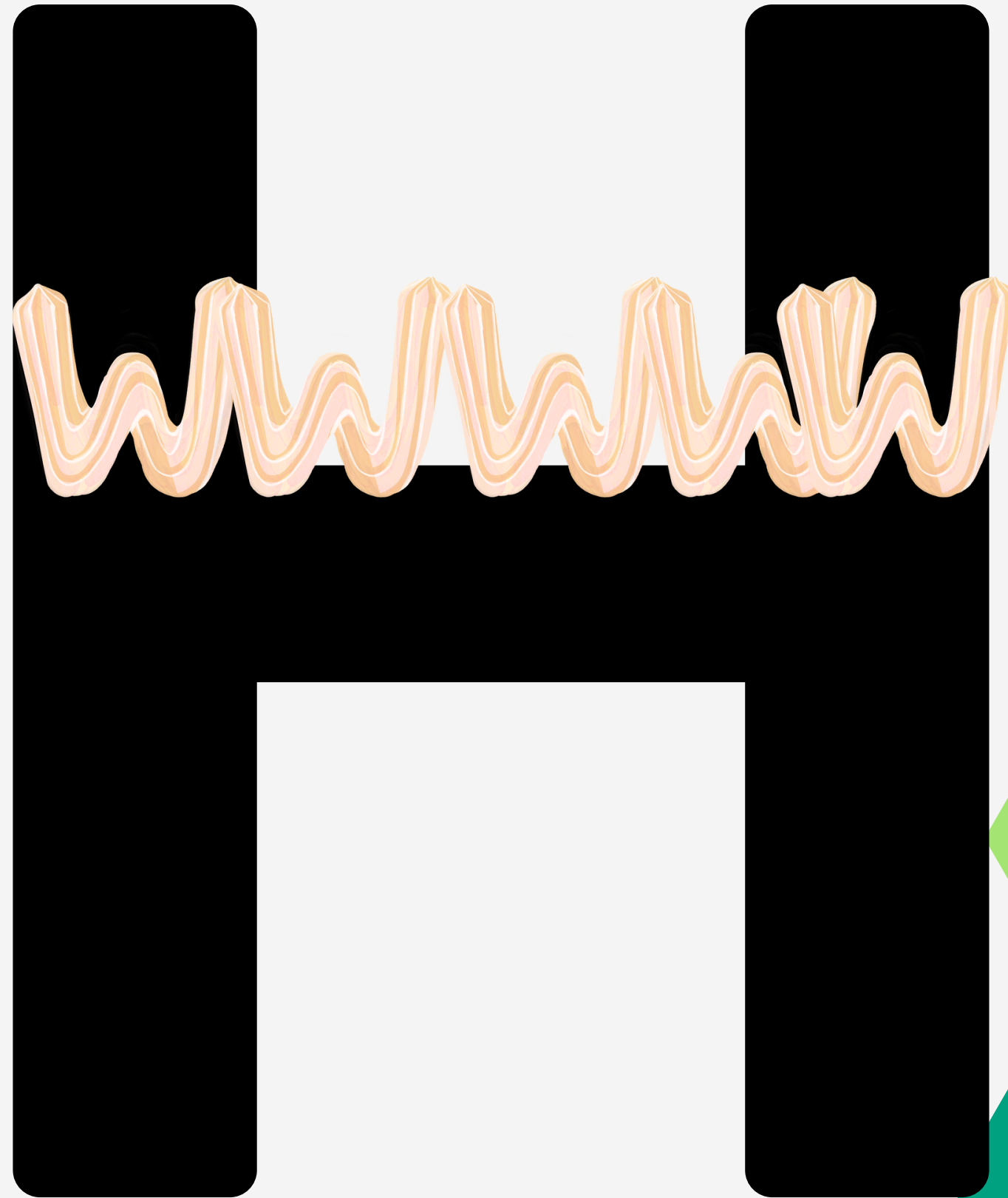
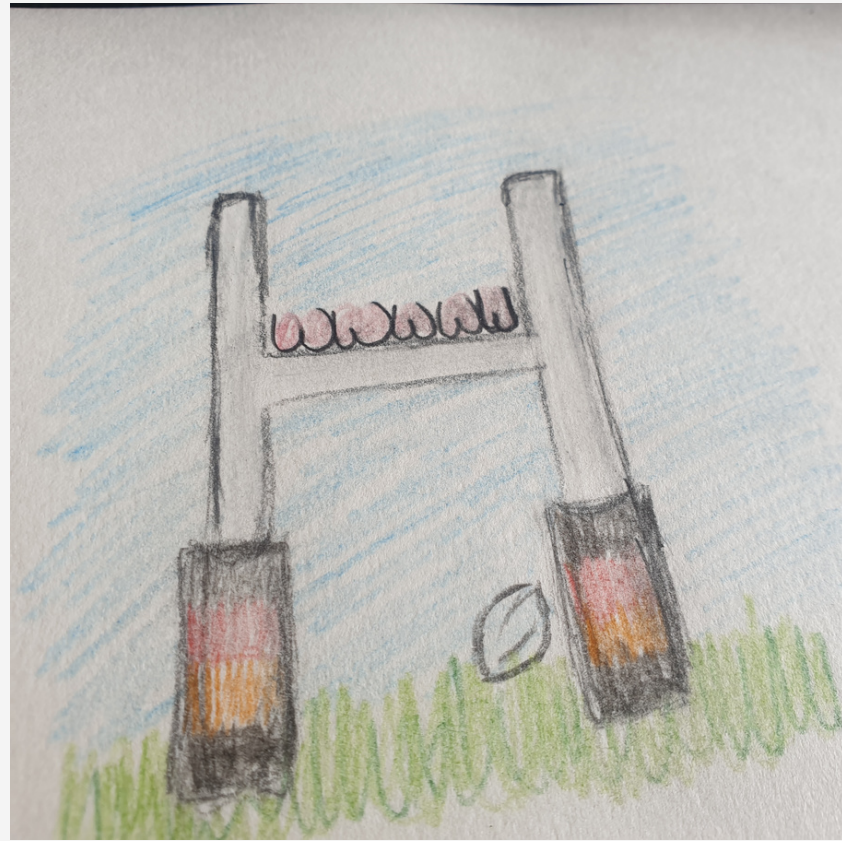
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# 5 BUMS ON A RUGBY GOAL





# 5 BUMS ON A RUGBY GOAL



**How**

**Why**

**Who**

**What**

**Where**

**When**

**OPEN QUESTIONS**



**G**

**WHAT IS THEIR **GOAL**?**

What do they want to improve?

**R**

**WHAT IS THE **REALITY**?**

What is their current situation?

**O**

**WHAT ARE THEIR **OPTIONS**?**

Think of your questions: how, what, where, when and why

**W**

**WHAT IS THE WAY **FORWARD**?**

What WILL they do?

**GROW**



# GOAL SETTING

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- **Essential psychological tool to focus the mind**
- **Helps you plan the process to move it from dream to goal**
- **Gives you a way of measuring your success**

- Be positive
- use SMART targets
- break it down into bitesize actions
- Commit to the change





# SMART GOALS

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**S - Specific**



**M - Measurable**

**A - Achievable**



**R - Realistic**

**T - Timebound**

# FEEDBACK



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# QUESTIONS?



If you think of something later, please contact us on:

[mentoring@housingdiversitynetwork.co.uk](mailto:mentoring@housingdiversitynetwork.co.uk)

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