

Mentoring Skills

From DeakinPrime—the corporate education arm of Deakin University

With organisations continuing to face the twin challenges of attracting and retaining quality staff—and with scarcer resources, flatter management structures and higher workloads—it is critical that those with experience and skills pass these on to others.

As organisations increasingly recognise and understand the link between mentoring, effective leadership and productivity, the ability to demonstrate mentoring skills is now a critical leadership and management capability.

Mentoring is about providing support to ensure that individuals are able to achieve their highest potential for themselves and for their organisation.

Program details

Delivery mode:

Face to face with supporting learning materials and comprehensive participant workbook.

Duration:

The Mentoring Skills comprehensive program enables organisations to approach mentoring holistically (not as a brief individual workshop) involving:

- one full day of Mentoring Skills workshops
- four one-on-one coaching sessions.

Themes addressed:

- Benefits of mentoring for all stakeholders
- Roles and responsibilities for mentors and mentorees
- Success indicators for a mentoring program.

Who for:

Any organisational leader or manager who has the organisational knowledge, skills and experience to guide and advise.

Program features

DeakinPrime's Mentoring Skills customised program uses the following to build mentoring capability in your organisation:

- A tailored experiential workshop developing the following mentoring skills: understanding how individuals learn; using the seven levels of mentoring dialogue; building rapport; trust and empathy; and listening actively.
- A 360-degree diagnostic survey to determine current mentoring capabilities.
- One-on-one coaching sessions to practise skills presented in the workshop.
- Action plans to build on strengths and address gaps identified in the Mentoring Skills survey.

Why DeakinPrime?

- DeakinPrime has extensive experience integrating and coordinating the development of mentoring skills in a range of organisations and industries.
- DeakinPrime uses high-quality experts to facilitate workshops, and one-on-one sessions to develop participant and organisational mentoring capability.
- Our approach in developing mentoring skills ensures participants have the understanding, skills and plan in place to build their own mentoring capability and effectively share their experience and knowledge within their organisation.

Next steps

Please contact DeakinPrime for a complimentary copy of our *Releasing the Potential of Managers* publication and discuss the mentoring development needs of your organisation: please phone 03 9918 9000, email info@deakinprime.com or visit www.deakinprime.com.



Mentoring outcomes

Mentoring enables both the mentor and the mentoree to learn and develop. Effective mentors have highly developed interpersonal skills, are able to build rapport and make others feel comfortable. Effective mentors also have a sound understanding of how individuals learn.

The benefits of mentoring for the organisation:

- Improves attraction and retention of staff
- Improves staff engagement
- Ensures greater staff understanding of organisation vision, mission and goals
- Enhances awareness of diversity issues
- Fosters a culture of trust, respect and sharing.

The benefits of mentoring for mentors:

- An opportunity to gain a broader perspective of the organisation
- Enhances leadership skills and confidence
- Increases job satisfaction and motivation
- Personal satisfaction
- An opportunity to share learning, experiences and accomplishments
- An opportunity to work closely with a member of a new generation of leaders, who may challenge the mentor's own ideas and insights
- Gives feeling of satisfaction in being able to assist and guide others.

Mentoring and coaching

The terms 'mentoring' and 'coaching' are sometimes used interchangeably and while there are some similarities, there are also some significant differences.

When individuals use a coaching approach they:	When individuals use a mentoring approach they:
may not have specific expertise, experience or technical skills in the same field as the coachee.	are usually technical experts in the same field as the mentoree or have knowledge in the same field as the mentoree.
speak about 20% of the time.	speak about 60% of the time.
ask open questions to encourage individuals to set their own goals and generate their own solutions.	use their organisational knowledge, skills and experience to guide and advise the individual.
encourage the individual to set and plan their own career goals and promotional opportunities.	use their organisational power and influence to advance the individual's career and advocate promotion.
ask open questions to help explore and clarify the individual's own values, goals and standards.	convey and instil the values, goals and standards of the profession or the organisation.

(Adapted from Zeus and Skiffington 2002, p. 18)

DeakinPrime works to genuinely enhance the capabilities and performance of people, organisations and industries.

