



# STAFF MENTORING PROGRAMME 2022 – 2023

## Mentoring Skills

Jan 2023



# 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?

## BREAKOUT ROOM



# 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



# ADVICE PRINCIPLES

**Confidential**



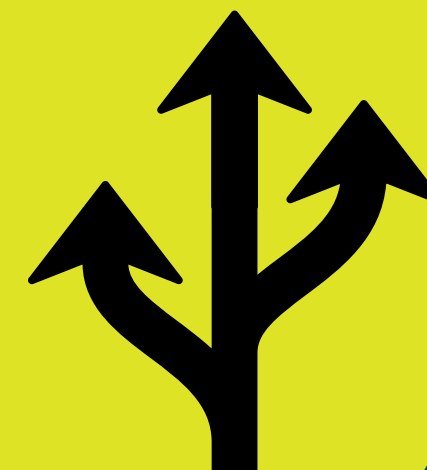
**Impartial**



**Empowering**



**Non-directive**



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## Confidential



- To gain and maintain trust
- So that personal experiences can be discussed with confidence
- To be respectful
- To keep people safe
- The law and our policy

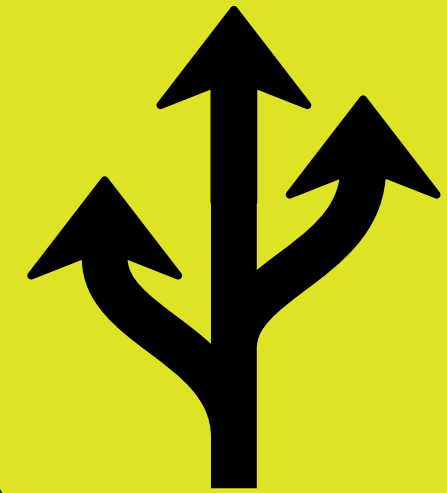
Remember, there are times when you may have to break someone's confidentiality. If you are ever in doubt or want some advice, do not hesitate to get in touch

## Impartial



- Help to reach decisions by helping them get lots of information
- Don't allow your vested interest or natural biases impact on the way you interact with your mentee
- Don't make decisions for or explicitly advise your mentor

## Non-directive





## Empowering



- Helping people to take control over their lives and to make decisions for themselves
- Our support is time-limited
- Independence gives people dignity
- Empowerment takes skill, time, and patience

# 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



# SUPPORTING YOUR MENTEE

Listen

Question

Goals

Accountability



# SUPPORTING YOUR MENTEE

Listen

Question

Goals

## Accountability





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



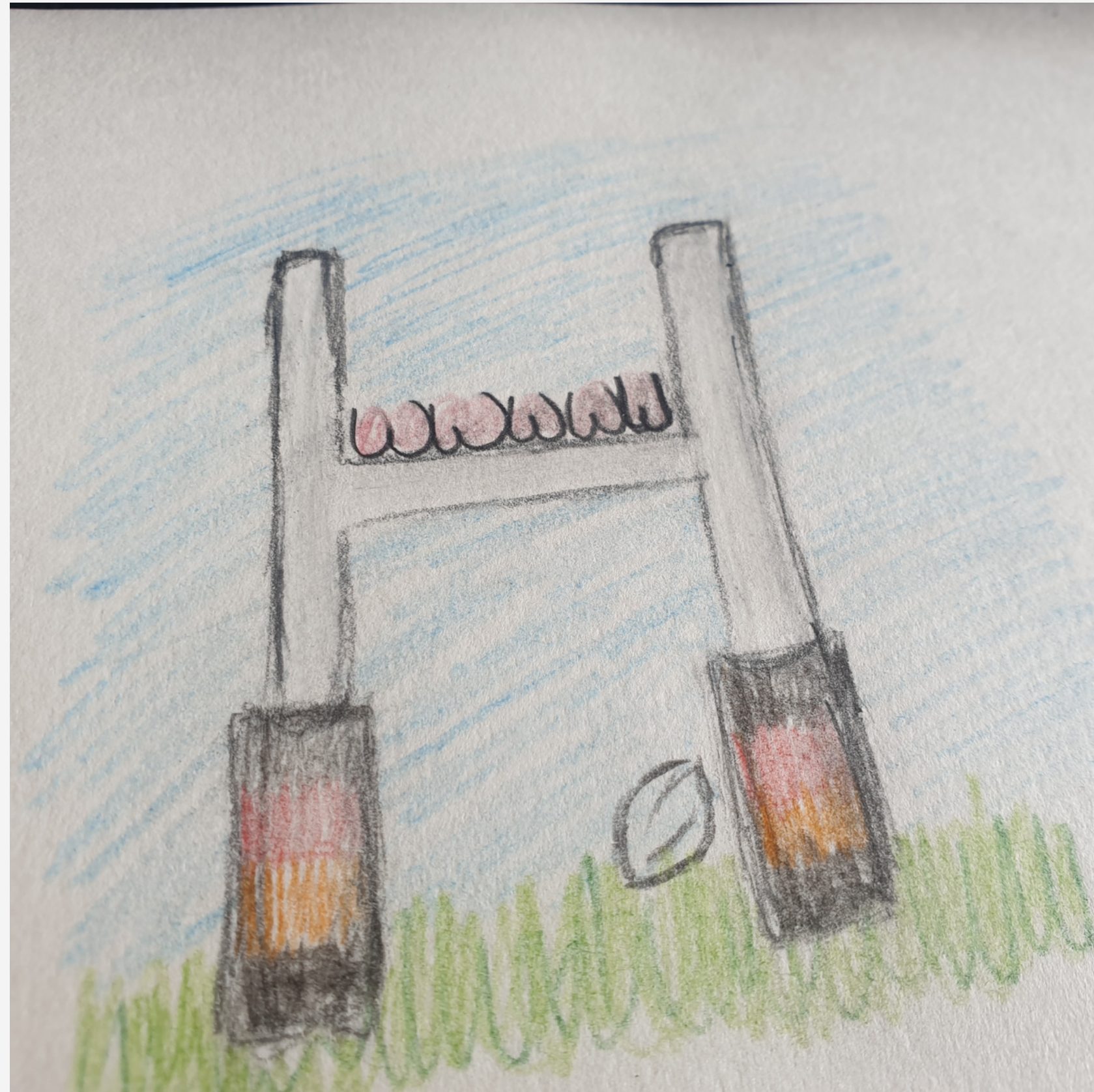
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# WHO IS THE EXPERT IN THE MENTEE'S LIFE?



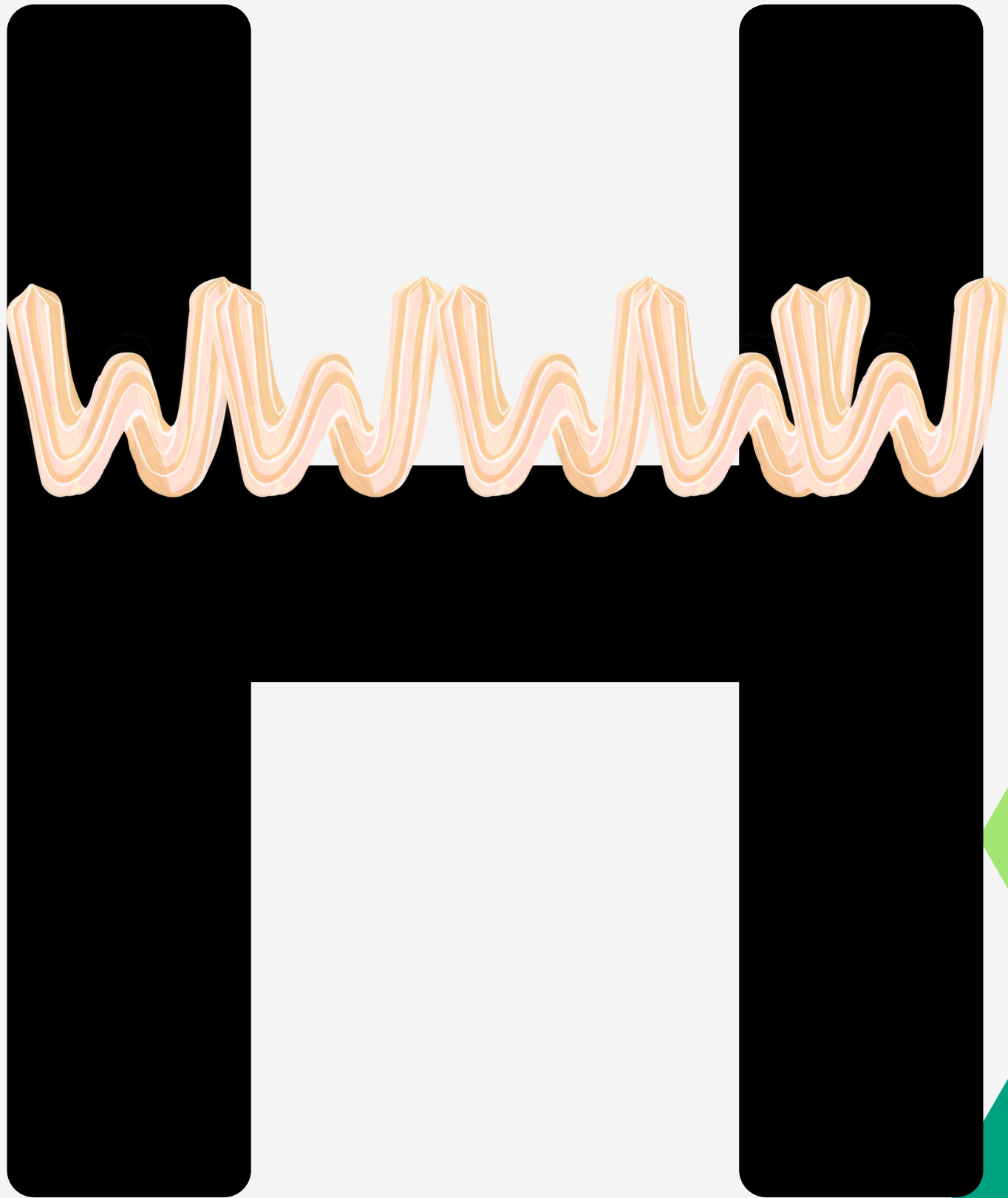
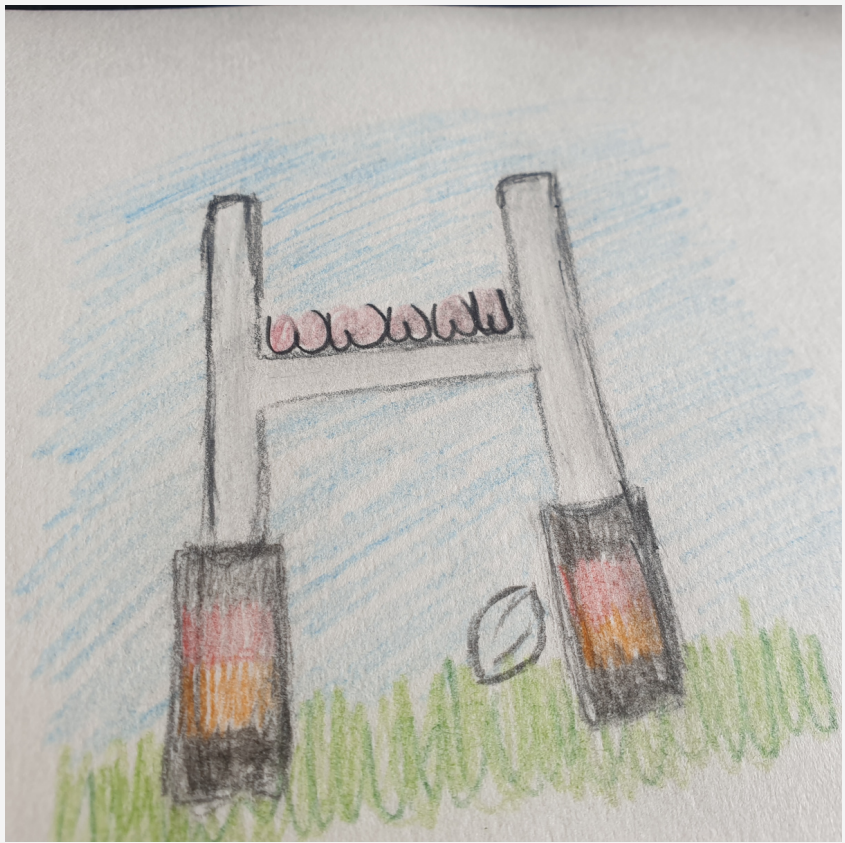
**the mentee!**

# 5 BUMS ON A RUGBY GOAL





# 5 BUMS ON A RUGBY GOAL



**H**ow

**W**hy

**W**ho

**W**hat

**W**here

**W**hen

**OPEN QUESTIONS**



# GROW



**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?





# 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**

# BREAKOUT ROOM



## **When things don't go according to plan**

You can't get in touch with a mentee

You don't know what to advise

Mentee seems to lack enthusiasm

Stuck on goals for the mentee

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# BREAKOUT ROOM



## Setting goals

Take turns in being the  
mentee/mentor

Try to question them to bring out  
their goals

Look at making them SMART goals

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# QUESTIONS?



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

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