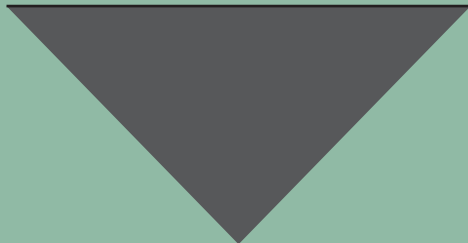


Mentoring Skills Practice



This short activity-based resource which complements the Mentoring Guide, gives you the opportunity to develop, reflect on and practise some of the key skills needed to ensure an effective mentoring relationship, whether you are a mentee or a mentor.

Although the activities are designed to help you develop and reflect on your own skills, they do require you to work with a partner. These activities work just as well if you interacting either face-to-face or virtually.

So encourage your colleagues and friends to get involved in helping you develop your mentoring skills!

Key tips for active listening

Using the tips on Active Listening on page 10 of the Mentoring Guide, here is a useful **90 second** activity to help you practise your listening skills. This is a useful skill whether you are a mentor or a mentee.

1. Actively listen to a family member, friend or colleague talk on a specific topic eg a special occasion, a holiday, a pet, for 30 seconds.
2. For the next 30 seconds, STOP listening. Do everything you can to show the person speaking that you are not listening eg look away, hum, look at your phone.
3. Notice the effect this has on the person speaking.
4. Notice how actively NOT listening makes you feel.
5. For the final 30 seconds, START actively listening again.
6. At the end of the 90 seconds, discuss with the person speaking how you both felt when you stopped listening to them?
7. On your own, consider the following questions and record you thoughts.



- What did you learn from this activity?
- What active listening skills do you feel confident in?
- Which active listening skills do you need to develop?
- How will you plan to develop your active listening skills?

Asking good questions

Read through the information on Questioning Skills on p.12 of the Mentoring Guide.

Using the following questioning sequence based on the 'Funnel' technique as a guide, ask a friend or colleague about a specific task that they have had to complete recently.

Open	What was your starting point?
	Tell me how you went about it.
Probing	So, tell me what happened.
	And what were your thoughts at that stage?
Closed(clarity)	Was that your idea?
Closed(commit)	So you agreed to do that by...?
Closed(clarity)	And so you completed the task on time?
Comparative	Which would you say was more difficult to achieve?
Reflective	Now that it's over, what are your thoughts?

At the end of the exercise, discuss with the person you were questioning how the experience was for both of you. Then, on your own, consider the following questions and record your thoughts



- What did you learn from this activity?
- What questioning skills do you feel confident in?
- Which questioning skills do you need to develop?
- How will you plan to develop your active listening skills?

Mentoring skills practice

You can now put what you have learned into action with this **15 minute** activity.

1. Ask a friend or colleague to identify a problem or issue that they are currently experiencing.
2. Apply Active listening and Questioning skills to encourage your mentee to describe and explore the issue or problem.
3. Use the guidance on p.10 of the Mentoring Guide to help you structure your mentoring conversation
4. Encourage your mentee to set a SMART (Specific, Measurable, Achievable, Relevant and Timed) objective to resolve the issue.
5. To help the mentee set a SMART objective, you can use the questions below and the GROW model on p.14 of the Mentoring Guide.

S	Specific	What do you want to achieve? Who needs to be included? Why do you want to do this?
M	Measurable	How can you measure progress and know if you've successfully achieved your goal?
A	Attainable	How are you going to achieve your goal? Do you have the skills and knowledge you need? If not, how can you develop these?
R	Relevant	Is the goal actually achievable in the time frame? Could you break it down in to smaller parts? Is it your goal to achieve?
T	Time-based	When do you need or want to achieve this goal by? Is that time frame realistic?

At the end of the exercise, discuss with your 'mentee' what went well and what could be done differently another time.

