

Training program:

Effective Mentoring

Info:

Name:	Effective Mentoring
Code:	Soft-practices-mentor
Category:	Soft Skills developers management architects
Target audience:	po devops sm
Duration:	1 day
Format:	30% lecture / 70% workshop

Effective teaching requires the utilization of the specific trait of human neurology and ensuring the right environment (including social environment) for learning.

“Effective Mentoring” is an intensive “train-the-(individual)- trainer” style training, focused on teaching simple but effective tools of knowledge transfer and skill development in a mentoring relationship.

Implementing these solutions, combined with proper systemic support to the knowledge-transfer processes within the work environment allows for a significant increase in skills and competences for the whole team, based on internal team coaching and mentoring processes.

Transferred skills:

- Finding the right development tasks, ensuring the best effectiveness of the learning process.
- Delegating the tasks in a way assisting with their understanding.
- Assertive assesment of the fulfilled and failed tasks.
- Providing feedback in a way which maximizes it’s effectiveness.
- Reacting to any problems in the development process through a better understanding of the structure of effective learning and the limitations to the learning process.
- Building a mentoring relationship with the mentee, which helps them to open up and engage in the learning process.

Additional modules:

The basic training can potentially, through some program modification, include up to an hour of these additional modules. Longer time-frames may require an additional training day.

1. Imposter syndrome and its consequences in the development process (30 min)
2. Practical training – performing individual mentoring/coaching sessions under supervision (3-5 hours, depending on group size and number of people wishing to participate)
3. Effective assessment of the mentee - popular cognitive biases in assessment and methods of dealing with them; tools of long-term assessment (1h)
4. Review of advanced mentoring and coaching tools (2-3h, depending on required complexity)
5. Difficult situations in mentoring and methods of dealing with them (1-2h, depending on required complexity)

It's all about the content.

- supporting employee development
- horizontal and vertical knowledge transfer
- building development plans for talents

Training program

1. Supporting talent growth – the meaning and usefulness of coaching, mentoring and similar tools.

2. Supporting the learning process and the specific requirements of adult education

2.1. differences between experts and novices, the Dunning-Kruger Effect in effective teaching

2.2. the Dreyfus model

2.3. the Kolb cycle

2.4. biggest challenges in adult skill development

2.5. structure of effective learning

2.6. coaching and mentoring – when to apply these tools

3. Mentoring:

3.1. role of the mentor, how the mentor and the mentee benefit from the process

3.2. discussions and exchanges in mentoring

3.3. the relationship between mentee and mentor

3.4. building trust in a mentoring relationship

4. Mentoring techniques:

4.1. identifying competence gaps

4.2. effective development goal setting

4.3. communicating development tasks and goals

4.4. assertive assessment

4.5. effective feedback

4.6. assertively setting boundaries in the mentoring relationship

5. Sample mentoring structure

5.1. Skills-First Model, centered on skill development

6. Coaching

6.1. the essence of coaching

6.2. the roles of coach and coachee

7. Coaching techniques

7.1. active listening

7.2. asking effective questions

7.3. motivating and building engagement

8. Sample coaching structure

8.1. GROW model

9. Oversight over the development of the mentee

9.1. verifying growth

9.2. between-session reporting

9.3. sample tools for verifying growth