

CIPS Alberta ICT Mentorship Program

Mentorship Orientation

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**ICT MENTORSHIP PROGRAM
FOR IMMIGRANTS**

Agenda

- Introductions
- History of Mentoring
- What is Mentorship
- Socratic Method
- Effective Communication
- Relationship Building
 1. Trusting
 2. Learning and Development
 3. Maintenance

Appendix A – Mentoring and Coaching



History of Mentoring

- Originated with the character of **Mentor** in Homer's *Odyssey*
- Dates back around 3000 years
- Odysseus entrusts his young son Telemachus to the care of Mentor, his trusted companion
- Historical link to Middle Ages – guilds and trade apprenticeship – traditional style
- 1970's recognized to develop corporate executives.



History of Mentoring *cont'd*

- From the 1970s onwards, mentoring has been increasingly used in the workplace
- Mentorship is now a relationship that spans geographies, sectors, genders, and generations
- Mentoring is not about a particular outcome or destination; ***it's a professional journey***
- ***It's a process of discovery***, not just ladder-climbing
- Greeks based mentoring relationships on basic principle of human survival:
 - Humans learn skills, culture, and values directly from other humans who they look up to or admire
- Are there certain ages one must be to be a mentor?
- What is a key element that a mentor should focus on?



QUESTION (respond in CHAT)

What is the Role of the Mentor?

1. Role model
2. Guidance and encouragement
3. Develop a romantic relationship with your mentee
4. Create a safe/supportive learning environment
5. Share all information about your mentee with others
6. Effective communicator and relationship builder.



ANSWER (in BOLD)

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What is Mentorship?

A two-way trusted relationship where the mentor and mentee learn and grow together personally and professionally.



Mentorship Roles

A **Mentee** is a person who through a trusted relationship :

- Feels safe and confident to ask questions, describe scenarios, and get respectful feedback and guidance

A **Mentor** is like a Mentee based on the two-way trusted relationship:

- Helps guide, support, and counsel a Mentee with focus on personal and professional growth
- Facilitates enhancing of critical thinking skills.



The Mentee

- A Learner
- Open to feedback
- Participates actively
- Goal-oriented
- Committed
- Curious
- Self-aware
- Respectful
- Adaptable
- Motivated to grow.



Effective Mentee - Characteristics

- Curious and Open
- Humble with a willingness to learn
- Self-aware with a Growth Mindset
- Proactive and takes Initiative
- Listens and communicates effectively
- Demonstrates gratitude and respect.



The Mentor

- Role Model
- Guides and encourages
- Develops a relationship
- Provides support
- Creates a safe/supportive learning environment
- Challenges Mentee to explore career paths and assumptions
- Is accessible and responds in a timely manner
- Establishes clear boundaries
- Maintains confidentiality.



The Mentor *cont'd*

The role of a Mentor should not include:

- Counseling over capability
- Offering friendly or personal advice
- Solving problems – our job is to guide.



Effective Mentor - Characteristics

- Passionate
- Genuine
- Humble
- Caring
- Great Communicator
- Great Listener
- Socratic Method
- Competent
- Committed/Dedicated.



QUESTION (respond in CHAT)

What are the two primary *skills* of an Effective Mentor?

1. Honest
2. Effective Communicator
3. Punctual
4. Relationship Builder
5. Friendly
6. Problem Solver.



ANSWER (in BOLD)

What are the two primary *skills* of an Effective Mentor?

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Socratic Method

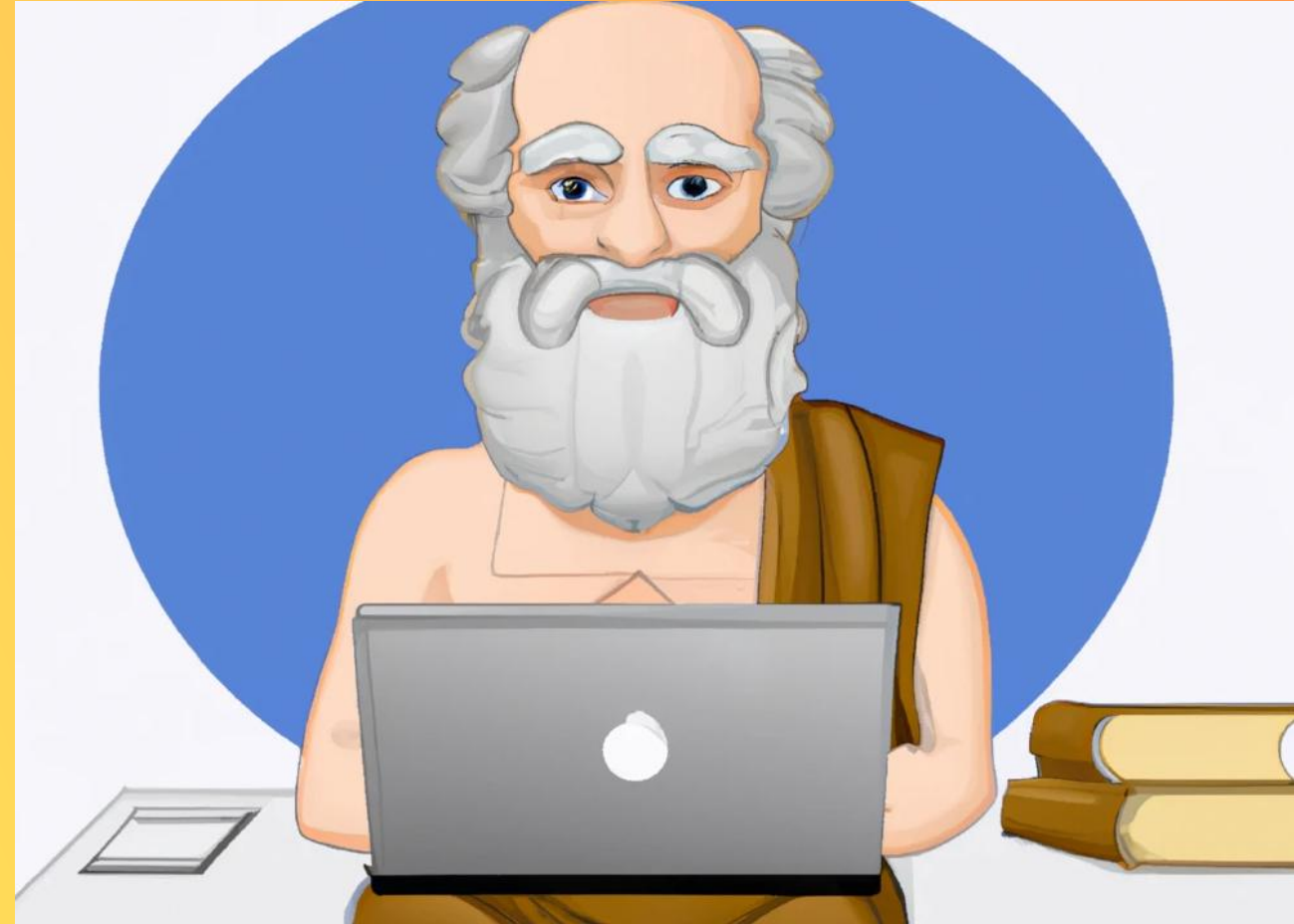
- Named for the philosopher credited with creating the method, **Socrates**
 - Lived in Athens around 470 BC
- Oldest and most powerful approach to teaching and developing critical thinking skills
- Common teaching practice used in Law Schools, Psychotherapy, and Human Resource Training and Development
- **Focus is on ASKING questions**, not giving answers.



Socratic Method *cont'd*

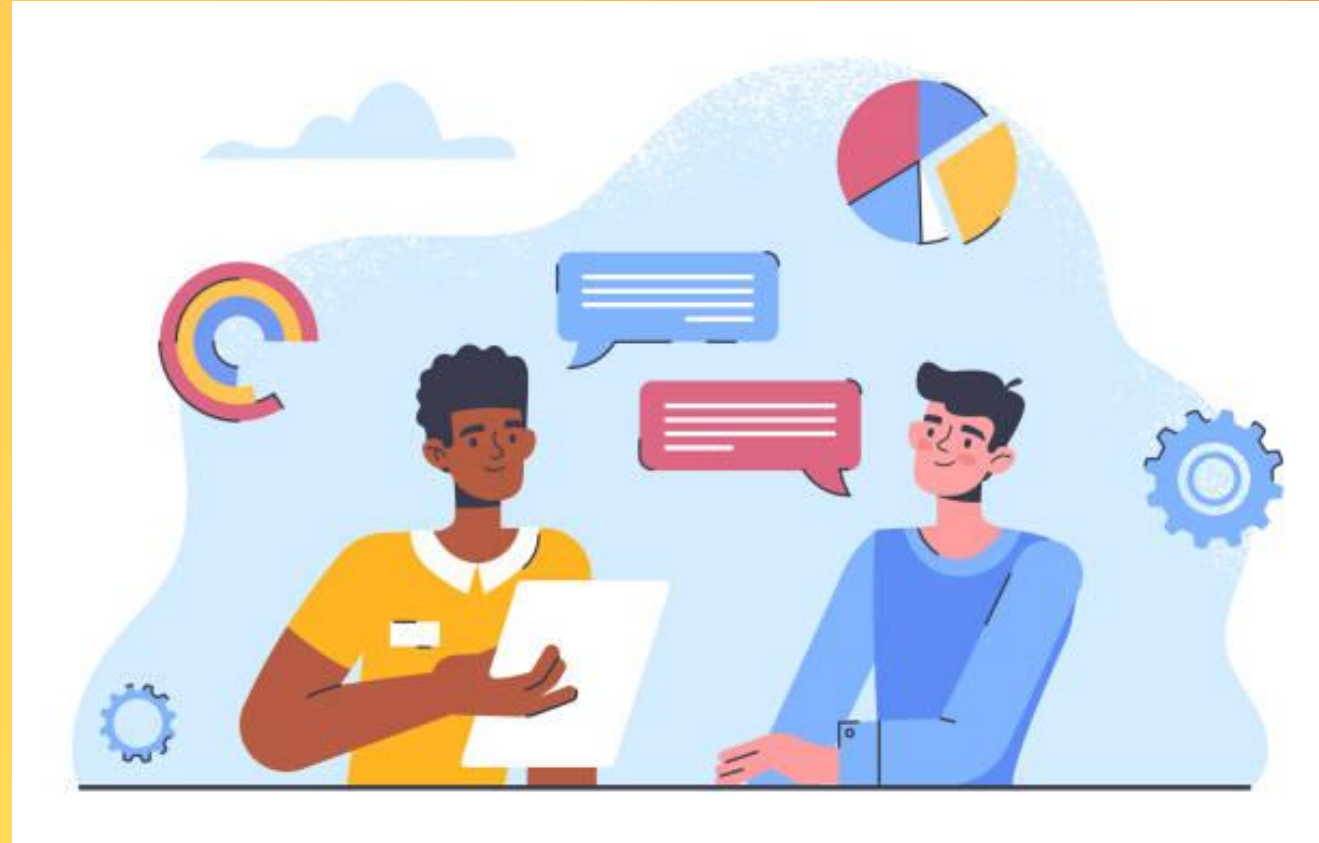
Which of the following is a good example of the Socratic Method?

1. I don't have time to discuss this with you and you should know what to do anyhow so just do it.
2. You seem to be struggling with this challenge, is there a different way that we could approach this?
3. I am hearing something in your voice that tells me that you don't believe in yourself as much as I believe in you. Can you help me understand why that is?
4. If I were you, I would tell your boss that he is wrong. That is what I did when I was younger.
5. What would happen if we were to do A, B, or C?



Effective Communication

- Active Listening
 - Listening and Hearing
- Trigger Words
- Deflections
- Body Language
- Pausing technique
- Crucial conversations
- Creating a safe place.



Relationship Building

Three Phases:

1. Trusting
2. Learning and Development
3. Maintenance.



1. Trusting

- Share something personal
- Self-reflection – before and after
- Ask for feedback.



2. Learning and Development



3. **Maintenance**





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Appendix A – Mentoring and Coaching



Coaching and Mentoring

Mentoring

- Ongoing relationship that can last for a long period of time
- Can be more informal and meetings can take place as and when the mentee needs some advice, guidance or support
- More long-term and takes a broader view of the person
- Mentor is usually more experienced and qualified than the 'mentee'. Often a senior person in the organisation who can pass on knowledge, experience and open doors to otherwise out-of-reach opportunities
- Focus is on career and personal development
- Agenda is set by the mentee, with the mentor providing support and guidance to prepare them for future roles
- Mentoring revolves more around developing the mentee professional

Coaching

- Relationship generally has a set duration
- Generally, more structured in nature and meetings are scheduled on a regular basis
- Short-term (sometimes time-bounded) and focused on specific development areas/issues
- Coaching is generally not performed on the basis that the coach needs to have direct experience of their client's formal occupational role, unless the coaching is specific and skills-focused
- Focus is generally on development/issues at work
- The agenda is focused on achieving specific, immediate goals
- Coaching revolves more around specific development areas/issues.

Coaching & Mentoring

Definition and Focus

Mentoring:

A more informal association focused on building a two-way, mutually beneficial relationship for long-term career movement.

Coaching:

A more formal structured association focused on improvements in behavior and performance to resolve present work issues or handle specific aspects of the job



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Coaching & Mentoring

Role

Mentoring:

Talking with a person who has identified their needs prior to entering into a mentoring relationship. The emphasis is on active listening, providing information, making suggestions, and establishing connections.

Coaching:

Talking to a person, identifying what he needs, and developing an action plan. The emphasis is on instruction, assessing, and monitoring.



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Coaching & Mentoring

Approach

Mentoring: This is a self-directed method whereby participants have choices. This approach can begin with a self-matching process and continue throughout the relationship using a committed timeline to determine how often and where individuals will meet, identify goals, and so forth.

Coaching: A structured modus operandi is more frequently used whereby participants are working within a narrower perspective; their agenda is more specific, shorter in duration, and oriented toward certain results. Usually a coach is assigned to an employee.



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Coaching & Mentoring

Tools:

Mentoring: The most important tool is the Mentoring Agreement—developed, completed, and signed by both participants. This document formalizes commitment to the mentoring relationship. Items include individual goals, learning content, a meeting schedule, and communication methods.

Coaching: Depending on the individual situation, various assessment instruments can be used such as skills training activities and teaching evaluations. A contract can be issued regarding the problem to be resolved or skills to be learned.

(<https://www.td.org/Publications/Blogs/Human-Capital-Blog/2014/08/Mentoring-Versus-Coaching-Whats-the-Difference>)



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