



MENTORING

Citibank-YMCA Youth for Causes

6 May 2009

WHAT IS MENTORING?

- Provides support, advice, friendship & constructive example to help mentee to grow & develop
- Shares life experiences & encourage the mentee to reach for their dreams & realize their full potential

“We make a living by what we get, we make a life by what we give” **Winston Churchill**



ROLES OF A MENTOR

- Trusted Teacher & Guide
- Coach & Critic
- Role Model
- Wise & Trusted Counsellor
- Protector
- Friend & Cheerleader

“To the world, you may just be somebody. But to somebody, you may just might be the world” **Unknown**



DISCOVERING THE MENTOR IN YOURSELF

- Personality
- Skills & Abilities
- Occupation
- Hobbies
- Beliefs
- Values

“One of things I keep learning is that the secret of being happy is doing things for other people” ***Dick Gregory***



QUALITIES OF A MENTOR

- Empathetic
- Accepting
- Respectful
- Self Aware
- Humble

“The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves” ***Helen Keller***



PRINCIPLES OF MENTORING

- **Structured relationship** focusing on the needs of the mentee
- Requires a **well-defined purpose** that will guide the relationship
- Encourages **regular & consistent** contact between mentor & mentee
- What are disclosed as personal information & views should be kept as **confidential** & applied with wisdom
- Involves **commitment**



MENTORING ETIQUETTE

- Confidentiality
- Sharing Experience & Open Discussion
- Punctuality
- Listen to Each Other
- Agreeing to Disagree
- Encourage Each Other
- Frankness & Openness to Criticism
- Limit Domination
- Equal Chance to Speak



POTENTIAL PITFALLS

- Lacks Skills & Insight
- Not Interested in Helping Mentee
- Not available to Mentee
- Taking Advantage of Mentee
- Undermines the Confidence of Mentee
- Foster an Unhealthy Relationship of Dependence



GROUND RULES

- Set Expectations
- Set Boundaries
- Set Standards
- Provide Feedback



RECOGNIZING MENTEE'S NEEDS

- Notice
- Identify
- Act

“A lot of people have gone further than they thought they could because someone else thought they could” ***Unknown***



RESPONDING TO THE MENTEE'S NEEDS

- Getting Details Using Open & Close Ended Questions
- Demonstrate Understanding
- Give Feedback

“Be the change you want to see in the world” *Gandhi*





FACILITATING REFLECTION

WHAT IS A FACILITATOR?

- A Person Who Makes Meetings More Effective
- Controls the Discussion Traffic
- Encourages Everyone to Contribute Their Views
- Ensure That Time Is Not Wasted
- Protects Weaker Members From Attacks
- Helps the Group Arrive At the Best Possible Decisions

“None of us is as smart as all of us” **Ken Blanchard**



PREPARATION FOR FACILITATION

- Gather Information
 - Profile of Mentees
 - Knowledge of Subject Areas
 - Knowledge of Resources Available

- Have a Good Understanding of Your Mentees' Capabilities & Weaknesses

“All new and original thought begins with a question, which leads to an exploration” **Dawna Markova**



POSSIBLE METHODS

- Round Robin
- Magic Ball
- Hot Seat
- Rating

“Tell me and I forget, teach me and I remember, involve me and I learn” **Benjamin Franklin**



STARTING A MEETING

- Clarify Your Role As A Facilitator
- Clarify Their Role As Participants
- Agree On the Purpose/ Objectives of Meeting
- Agree on Timing of Meeting
- State the Approach
- Asking for Participation
- Keeping the Group on Track
- Summarise Decisions Made, Follow Up Actions
- State Next Meeting's Date, Time, Place, Agenda
- Thank Everyone for Their Participation



DEALING WITH DIFFICULT PERSONALITIES

- A Long-Winded Person
- A Highly Defensive Person
- An Idea-Killer
- A Dominator
- A Habitual Interrupter
- A Quiet Person



HOW TO MOTIVATE A “DEAD” GROUP?

- Adding “Noise” to the Room
- Getting People to Speak Up
- Give Verbal Rewards



10 THINGS TO REMEMBER

- You Serve, Not Lead the Group
- Be Neutral, Fair & Open
- Never Judge Ideas Right Away
- Never Prescribe Solutions
- The Group Own the Agenda & Outcome, Not You
- People Who Don't Talk Don't Own the Project
- A Quiet Person Could Have the Best Ideas
- The Loudest Voice Is Not Always Right
- Alternative Views Can Be Good
- Win-Win Is Always Better than Win-Lose



REFLECTION

- Reflection is the use of critical thinking skills to cement the learning that began with the **various applications of the project process**
- It is a process in which participants think critically about **what they have experienced**
- **Reinforces learning** by blending theory & practice, thought & action, observation & interaction



REFLECTION

- Reflection activities are useful to:
 - **Assess youth's understanding** & to know where they are in the learning process
 - **Internalise the learning process**
 - Provide opportunity **for youth to voice concerns and/or share their feelings**
 - **Evaluate** the project and learning



REFLECTION

- **Levels of Reflection**
 - **Mirror:** reflection of “self”, examining of oneself in terms of what I have seen, felt & learnt
 - Who am I? What are my values? What have I learned about myself?
 - **Microscope:** magnifying small experiences, reviewing a particular incident & examining how I responded & learnt
 - What happened? What would I change about my experience?
 - **Binocular:** looking at the bigger picture, understanding an underlying or overarching issue involved with the community need
 - Identify the underlying issue. What can be done to change the situation?



POSSIBLE QUESTIONS

- **Communication**

Did everyone hear your suggestion? Do you think the team understood your instructions? Were you able to hear one another?

- **Individual thoughts & feelings**

What were your feelings when they did that? Did you feel that you were compromising by agreeing?

- **Cooperation**

Was there participation from everyone? How did you feel when the team succeeds in achieving the objectives? Do you feel supported by the team?

- **Leadership**

Was there a clear direction given by the leader? Who was the most influential person in the team? Was there consensus among yourselves on who the leader should be?

- **Judging**

Was there a moment when you judged someone in the group? What was the basis for that judgment? Do you think that there are certain types of people who would not like to work with you?

