

# IAF Mentoring Programme

A guide for mentees and mentors



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of facilitation worldwide

*The International  
Association of  
Facilitators*

# Purpose

Provide mentees and mentors with information to help you have a rewarding mentoring experience.

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# About the programme

Mentoring is a mutually beneficial relationship which involves a more experienced person helping a less experienced person to identify and achieve their goals.

The IAF Mentoring Programme helps members:

- achieve their professional development goals
- grow the facilitation community of practice around the world.



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Participants commit to a 6-month relationship and at least 6 sessions.



# Benefits of mentoring

Participants from across the world are acknowledging the benefits of the IAF Mentoring Programme.

I participated in programme because I wanted to give back to the community that has been generous and supportive to me.

I remember my own experience as a newbie facilitator: searching for the hard to come by and willing mentors who provided guidance, support and encouragement by sharing their stories of lessons learned. Mentors who asked nothing in return but to expand the talent of facilitators. I appreciated these mentors, and I wanted to be one of them.

The IAF has made this easier and created a framework to support facilitators the world over, now this is a gift! Thank you for allowing me to be part of this.

**Rosanna von Sacken, M.Sc., CPF, Canada**

I enjoyed the discussions, the different perspectives we confronted and the richness of our respective experiences. It is certainly a responsibility to be a mentor, but it is also a learning experience for both parties. Sometimes, to address the concerns of the mentees, I had to delve into areas of facilitation I would not have explored as much in another situation. The key words of this mentoring are therefore very clearly: sharing and pleasure! Looking forward to the next programme.

**Christiane Amici Raboud, CPF, Switzerland**

A truly inspiring process with profound insights popping up throughout the journey...for both mentor and mentee!

**Trevor Durnford, CPF, Uruguay**

My mentor was very sincere, flexible and quick to respond. We found a good balance mixing friendliness and professionalism. This created a safe and trusting environment allowing me to be authentic and feel vulnerable, creating focused chats that generated lots of insights.

**Mentee, Asia**

It has been a gift to me. While I am listening and supporting my mentee's journey my own is challenged or revealed to me. I end up a better facilitator and a better learner. Many who used to be my mentees are now my peers and our relationship continues far beyond that initial 6-month commitment. Always connected by the opportunity to grow ourselves and our community.

**Lawrence Philbrook, CPF, IAF Hall of Fame, Taiwan**

I am so grateful to have had the opportunity to work with my mentor who was so generous with her time, knowledge and experience. I developed my facilitation competencies and gained insights into working across cultures and the power of a global network.

**Mentee, Australia**



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# Your mentoring journey



## Mentee

Start a journal to record your journey.  
Set your goals.  
Register and pay fee.  
Participate in orientation webinar.



## Mentor



Register to create your mentor profile.  
Participate in orientation webinar.

Find the right mentor for your goals:  
– review mentor profiles  
– contact an available Mentor to see if you are a good fit.



Respond quickly to requests from mentees.  
Maintain your mentor profile to indicate if you are available to mentor someone.



Have your first session:  
– get to know each other  
– confirm goals  
– complete mentoring agreement.  
Reflect and prepare for next session.

Have at least 5 more sessions.  
Have your last session:  
– reflect on your journey  
– end your formal relationship.

Receive certificate of completion.  
Take your next step for realising your potential.  
Provide feedback on the programme.



Let the IAF Office know when mentee completes programme.  
Maintain your mentor profile.  
Provide feedback on the programme.



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# Set your goals



## 1

### Present

What are my strengths?

What prevents me from being the best I could be?

If I could change one thing about my career, what would it be?

## 2

### Future

If I was the best facilitator I could be:

- what would I notice?
- what would others notice?

When I have reached my career aspirations:

- what would I notice?
- what would others notice?

## 3

### Goals

How can I use my strengths to move forward?

What are the 3 most important **goals** I could work on now to make small steps forward?

Write your goals down.

It is OK to change them along your journey.



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**Tip**

Use a journal to record your goals.

# Maintain your mentor profile



START



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## 1

When you register, the information you provide creates your mentor profile.

Information that is useful for mentees:

- your facilitation story
  - How long have been a facilitator?
  - What's your expertise?
  - What industries do you work in?
  - Do you run your own business?
- your motivation for being a mentor.

## 2



Felicity Jones, CPF  
Madrid, Spain  
Available: **Yes or No**

I started my career as a town planner but decided to start my own facilitation  
[READ MORE >](#)

[CONTACT >](#) email address you provided when you registered

## 3



CONNECT

Mentees use profiles to find a mentor that suits their needs.

The mentee can see if you are available to mentor someone.

Let the IAF Office know as soon as your availability changes. Doing so makes it easier for mentees to find available mentors more quickly.

If you are no longer able to participate in the programme, ask the IAF Office to remove your profile from the website.

# Have your first session



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## Start to build your relationship.

Talk about expectations and preferred ways of working.

- What are your goals?
- What is your learning style? (visual, auditory, reading/writing, kinaesthetic)
- How do you like to be challenged?
- What does a successful relationship look like for us?
- What can we reasonably expect from each other?
- How frequently/when should we hold our sessions?
- How will we meet? (e.g. phone, Zoom, Skype)
- What will we do if the relationship is not working for either one of us?

**At the end of the session**, complete your IAF Mentoring Agreement.



**Mentor** sends IAF Mentoring Agreement to the IAF Office.



### Tip

See next page for principles for successful relationships.

# Successful relationships



## Trust and respect

Respond promptly to emails and messages.

Prepare for sessions.

Be on time and be present, eliminate distractions.

Share vulnerabilities.

Honour commitments.

Acknowledge contributions.

Maintain confidentiality.



## Questioning

Use open questions to explore and reflect...

- *What happened?*
- *What was that like?*

Use closed questions to test understanding...

- *Is that right?*
- *Have I understood that?*

Be comfortable with silence after you ask a question.



## Listening

Listen to understand:

- be patient, don't think about what to say next while the person is speaking
- be neutral, no judgement.

Listen with all your senses:

- look at body language
- respond with body language – eye-contact, posture and smiling.



## Open, honest dialogue

### Sender

Use acknowledgement (strengths + impact) to build confidence.

Use feedback (facts + impact) to explore what to do differently.

### Receiver

Accept acknowledgement.

Be open to feedback and reflecting on it.



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# Reflect and prepare



Reflect on what has happened since your last session.

What action did I take?

What progress have I made?

What skills and strengths did I draw on?

What prevented me from taking action?

What could I do differently next time?

What do I want to talk about at my next session?

A few days before your next session, send your mentor a message to:

- confirm the date and time
- share your reflections and what you want to talk about.



## Tip

Use a journal to record your session notes and reflections.



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# Have your last session



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Reflect on what you have learned.

Acknowledge the:

- value of the relationship and contribution you each made
- end of your formal relationship, even if you agree to continue the relationship in the future.

When the **mentor** lets the IAF Office know you have completed the programme, the office will send you a certificate of completion.

## Ending your relationship early

Sometimes people want to end the relationship before the programme ends. This is usually due to no-fault on the part of either person.

The mentor is responsible for letting the Mentoring Programme Lead know the relationship is ending early.

To support ending the relationship in a respectful way, it is recommended that you have one last session.

The Mentoring Programme Lead is available to facilitate this session.

# More information

Contact the IAF Office at [office@iaf-world.org](mailto:office@iaf-world.org)

or

visit our website [www.iaf-world.org](http://www.iaf-world.org)

*“We’re here for a reason. I believe a bit of the reason is to throw little torches out to lead people through the dark.”* — Whoopi Goldberg

*“A mentor is someone who allows you to see the hope inside yourself.”* — Oprah Winfrey

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



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