



promoting the power
of facilitation worldwide

The International
Association of
Facilitators

IAF Mentoring Programme

Mentor orientation

12th May 2020



Mentoring Programme

The IAF Mentoring programme exists to help members:

- Achieve their professional development goals
- Contribute to the growth of the facilitation community of practice around the world



Agenda

- Definitions
- What is mentoring?
- Maintaining your profile
- Your mentoring journey
- Roles and responsibilities
- Build your relationship
- Prepare for sessions
- Successful relationships



Definitions

- Facilitator
- Consultant
- Mentor
- Counsellor



“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

What is Mentoring?



- "**Mentoring** is a supportive learning relationship between a caring individual who shares knowledge, experience and wisdom with another individual who is ready and willing to benefit from this exchange, to enrich their professional journey". - Suzanne Faure
- "**Mentoring** involves primarily listening with empathy, sharing experience (usually mutually), professional friendship, developing insight through reflection, being a sounding board, encouraging" - David Clutterbuck
- "A **mentor** knows how to answer many great questions from the mentee and pass on their experience" – Forton Group
- "A **mentor** is someone who offers his or her knowledge, wisdom, and advice to someone with less experience in the area being mentored". – Lawrence Philbrook

Maintain your mentor profile



Start

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.



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



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.

Your mentoring journey



Mentee

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



Mentor

- Register to create your mentor profile.
- Participate in orientation webinar.
- Respond quickly to requests from mentees.
- Maintain your mentor profile to indicate if you are available to mentor someone.

Agree
?

6-months and at least 6 sessions

Have your first session:

- get to know each other
- confirm goals
- complete mentoring agreement, mentor sends it to the IAF Office.

After a session:

- reflect and take agreed actions
- prepare for next session.

Have at least 5 more sessions.

At the last session reflect on your journey.

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.



Roles and Responsibilities of Mentors

- Manage the overall agenda of sessions
- Identifying mentee's goals or aspirations
- Support mentee to prepare for sessions
- Draw on the art of story telling
- Applying learning styles into the mentoring session
- Challenge the mentee on ideas and suggestions
- Discuss potential conflicts of interest
- Respect confidentiality of the Mentee



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

Roles and Responsibilities of Mentees

- Preparing for the mentoring sessions
- Identify your goals or aspirations for the period
- Share when you are at your best to learn
- Applying learning from the mentoring session
- Be prepared to be challenged on ideas and suggestions
- Respect Mentor's networks
- Keeping notes of sessions



Build your relationship



At your **first session** 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 principles for successful relationships



Trust and respect



Questioning



Listening



Open, honest dialogue

Prepare for sessions



Grow

Reflect on what has happened since your last session.

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 Remember to use a journal to record your journey

Your **goals**

Session **notes** and **actions** you agreed to take

Reflections and what to cover at your next session

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.



End your formal relationship



At your **last session** 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.

“Tell me and I forget, teach me and I may remember, involve me and I learn.”

Benjamin Franklin

Questions?

