

## Mentor Training Programme

The mentor training programme based at Anglia Ruskin University has been running since 2004.

The training programme is aimed at giving practical guidance and supportive information to those members of the Fire and Rescue Service thinking about getting involved in supporting colleagues through the process of mentoring.

The programme has been designed in a way that allows each individual to develop their own style of approach to mentoring and the mentor/mentee relationship.

By focusing on the development of mentoring skills through workshops, exercises, role playing and knowledge transfer the programme takes very much a "hands on approach".

The interactive nature of the training environment means that each programme can be tailored to include subject areas of particular interest to delegates participating in the training programme.

Courses are run at the Fire Service College, Gloucestershire at the University in Essex or we can also run programmes at your sites. Full details are available on request.

*Each session has a number of key themes*

### Session 1

Identifying the skills needed by an effective mentor

The self-assessment process and creating a personal mentoring development plan

Exploring the role of a mentoring system within the Fire Service

Exploring the possible barriers to effective mentoring.

### Session 2

Building the relationship with a mentee

Preparing for mentoring sessions

Asking and listening

Helping mentees to set goals and objectives

Understanding individual differences

Giving feedback to mentees

Encouraging reflection – in both mentees and mentors

### Session 3

Using a problem solving approach to mentoring

Assertiveness and associated skills

Checking up on the mentoring relationship

What to do if things go wrong

How to end the relationship

### Session 4

Sharing mentoring experiences

Dealing with problems encountered

The benefits of mentoring within the organisation are widely recognised and can support organisational development through the empowerment of individuals who through effective support and guidance make a real difference to where we work.

The NWFS/Anglia Ruskin mentor training programme offers delegates the opportunity to achieve not only personal satisfaction, but also a demonstration of achievement in line with IPDS criteria.

**To book a place on the next course or to receive further information contact:  
Karen Smith on 01366 381 273 or email [khsmith@tiscali.co.uk](mailto:khsmith@tiscali.co.uk)**





IPDS Standard	Anglia Ruskin Learning Outcome	Content
<b>Interview Techniques</b>	<p><i>Participant should be able to:</i></p> <p>Use a range of interview techniques in order to build, manage and maintain, an effective mentoring relationship.</p>	<ul style="list-style-type: none"> <li>• Creating a relationship with your mentee</li> <li>• Questioning and listening</li> <li>• Develop verbal assertiveness skills.</li> <li>• Understand and use body language appropriately.</li> <li>• Plan meetings with mentees.</li> <li>• Give effective feedback</li> </ul>
<b>Equality and Fairness</b>	<p><i>Participant should be able to:</i></p> <p>Develop and use a range of behaviours, in both the mentoring and employment relationships, which recognises individual rights in the workplace.</p>	<ul style="list-style-type: none"> <li>• Understand and identify the basic rights of employees in the workplace.</li> <li>• Develop and use appropriate behaviours.</li> <li>• Be assertive while prepared to accept responsibility for own behaviour and taking into account the rights of others.</li> </ul>
<b>Personal Development</b>	<p><i>Participant should be able to:</i></p> <p>Engage in a process of self assessment followed by personal development which supports his/her role as a mentor, and enables he/she to empathise with the role of the mentee.</p>	<ul style="list-style-type: none"> <li>• Introduction to self assessment.</li> <li>• Creating a personal mentoring development plan</li> <li>• Identifying your preferred learning style</li> <li>• Developing different approaches to learning and development</li> <li>• Producing a personal mission statement and producing personal goals</li> <li>• Developing assertiveness skills</li> </ul>
<b>Planning and Leading Meetings</b>	<p><i>Participant should be able to:</i></p> <p>Effectively plan and facilitate meetings with his/her mentee.</p>	<ul style="list-style-type: none"> <li>• Plan meetings with mentees.</li> <li>• Question and listen effectively</li> <li>• Support the production of goals and objectives.</li> <li>• Monitor performance towards those goals.</li> </ul>
<b>Planning Techniques</b>	<p><i>Participant should be able to:</i></p> <p>Use a range of planning tools and techniques to enable his/her mentee to gain the most, with respect to personal development, out of the mentoring process.</p>	<ul style="list-style-type: none"> <li>• Prepare mission statements</li> <li>• Identify goals and objectives</li> <li>• Manage time effectively</li> <li>• Reflect on and monitor performance against goals/objectives.</li> </ul>
<b>Managing People's Performance</b>	<p><i>Participant should be able to:</i></p> <p>Support his/her mentee in the management of their performance with respect to personal development.</p>	<ul style="list-style-type: none"> <li>• Creating a relationship with your mentee</li> <li>• Managing the mentoring relationship</li> <li>• Supporting others to set goals and identify ways of meeting those goals.</li> <li>• Encouraging reflection on performance</li> <li>• Giving effective feedback</li> </ul>