OBJECTIVES

- Describe the difference between Coaching and Mentoring
- List at least three mentoring success factors
- List at least three coaching success factors

COACHING
Goal Oriented – Push System – Defined Time Frame

- Coach Leads
- Active
- Provides direction
- Teacher
- Drill Sergeant
- Pushes
- Accountant
- Exerted Power
- Hierarchy
- Quick Results

MENTORING
Journey – Pull System – Open Time Frame

- Mentor Guides
- Passive
- Provides options
- Sage
- Role Model
- Cheerleader
- Artist
- Personal power
- Partnership
- Long Term Growth

COACHING VS MENTORING

- Coach Leads vs Mentor Guides
- Active vs Passive
- Provides direction vs Provides options
- Teacher vs Sage
- Drill Sergeant vs Role Model
- Pushes vs Cheerleader
- Accountant vs Artist
- Exerted Power vs Personal power
- Hierarchy vs Partnership
- Quick Results vs Long Term Growth
HISTORY OF MENTORSHIP

Mentoring is thought to have its roots in Homer’s “The Odyssey”. King Odysseus is preparing to go off to fight in the Trojan Wars.

The king hired “Mentor” to tutor his son, “Telie”, to be able to rule in his absence.

Mentor was selected by Odysseus because he was Experienced, Wise, and Sensitive.

WHEN IS MENTORING NEEDED?

Your Entire Life!!
❖ Parent Child Relationship
❖ Student/Teacher
❖ Big Brother / Big Sister
❖ Apprentice – Blacksmith/Carpenter
❖ New Employee
❖ Employee desiring advancement
❖ Professional Development

MENTOR CHARACTERISTICS

Push boundaries
Ask the right questions
Guide in the right direction
Plant confidence
Offer ideas without telegraphing
Demonstrate respect
Give trust
Provide a safe sounding board
Listen and validate
Provide a mirror

MENTORING RESPONSIBILITIES

Commitment
Reach out and connect
Be responsive
Keep it real, be honest with your feedback
Challenge their thinking
Keep regular interactions
Research the information your mentee needs

GREAT MENTORS - STEP 1

Develop the relationship with your mentee
Listen
Ask questions
Provide objective feedback
Repeat back
Non-judgmental

GREAT MENTORS — STEP 2

Provide Options
Pose hypothetical questions
Present multiple viewpoints
Challenge the Mentee
Analyze reasons
**GREAT MENTORS — STEP 3**

Help develop the need for change
❖ Are they ready for change?
❖ Consider negative consequences
❖ Evaluate any observed lack of commitment
❖ Use constructive criticism
❖ Reinforce your belief in their abilities

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**GREAT MENTORS — STEP 4**

Acts as a role model
❖ Offer personal stories of successes and failures
❖ What you learned from your experience!
❖ Motivate the mentee to take necessary risks

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**GREAT MENTORS — STEP 5**

Provide Vision
Encourages the mentee to personally initiate constructive change and to productively negotiate through transitions.

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**CHARACTERISTICS OF A GREAT MENTOR**

Think about people who have had an impact on you at different junctures of your life...
What messages did they give you?

Words of encouragement?
Words of action of support?

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**GETTING STARTED**

- Establish the relationship
- Establish process
- Establish the goals for the relationship
- Establish time frames
- Celebrate successes!
COACHING
Establish Goal
Set the Strategy
Develop the Plan
Manage the Plan
Evaluate the Results

PDCA Model
❖ Plan
❖ Do
❖ Check
❖ Act

WHEN IS COACHING NEEDED?
Developing a skill
Learning a new procedure
Implementing a new process
Making a change
Achieving a goal
Correcting a behavior
Actionable
Measurable
Monitor Progress
What gets measured / gets done!

CHARACTERISTICS OF A GREAT COACH
Push boundaries
Ask the right questions
Guide in the right direction
Plant confidence

Offer ideas
Demonstrate respect
Give trust
Provide a safe sounding board

Listen and validate
Provide a mirror

COACHING TECHNIQUES
Set expectations or goal
Repeat back
Explain Why — provide background
Practice
Demonstrate or explain how
Trial Run
Create the Action Plan
Pilot Study
Determine Measurements
Plot Results or Display
Monitor Progress
Score Card
Adjust Plan as needed

MENTORING OR COACHING PARTNERSHIP
Educational goals / strategies
Professional goals / strategies
Decision making
Devising strategies to solve problems
Guiding the development of proficiencies
Providing a reference point or forum
Participating in dialogues or activities

MENTORING AND COACHING TOOLS
GIVING AND RECEIVING FEEDBACK

Given with care
Invited by the recipient
Freedom of choice to change
Directly expressed
Fully expressed
Non-judgmental
Well-timed
Checked and clarified
Readily actionable

COMMUNICATION STYLE - SELF ASSESSMENT

Complete the tool provided with the handouts.

If you are partnered in a mentoring program you can each take the assessment and share results with each other.

SELF ASSESSMENT - SOCIABILITY

Sociability Score
- High Column A’s
  - Reserved Lovers
  - Need to work harder at helping mentees open up
- High Column B’s
  - Outgoing Joiners
  - Will find rapport building easy
  - Need to work to avoid overtaking the discussions

SELF ASSESSMENT - DOMINANCE

Dominance Score
- High Column A’s
  - Prefer to have others lead
  - Need to work harder to assure leadership of the partnership
- High Column B’s
  - Prefer to be in control
  - Assertive
  - Need to work harder to listen

SELF ASSESSMENT - OPENNESS

Openness Score
- High Column A’s
  - Cautious, Guarded
  - Reluctant to show feelings
  - Must work at overcoming caution
- High Column B’s
  - Have many close relationships
  - Express feelings easily
  - Must be careful to not overwhelm the mentee

PERSONALITY ASSESSMENTS

http://www.humanmetrics.com/cgi-win/jtypes2.asp#

http://www.buzzfeed.com/summeranne/whats-your-animal-personality-type
GREAT LEADERS

- Push boundaries
- Ask the right questions
- Guide or Coach in the right direction
- Plant confidence
- Demonstrate respect
- Give trust
- Provide a safe sounding board
- Listen and validate

LEADERSHIP SKILLS

- Role-modeling
- Empowerment
- Thinking strategically
- Critical thinking skills
- Leading through innovation
- Champion of thriving through change
- Celebrate successes

LEADERS HELP ENERGIZE PEOPLE

- Ignite your enthusiasm
- Navigate a course of action
- Sell the benefit
- Paint a picture
- Invite participation
- Reinforce optimism
- Encourage potential

LEADERSHIP TIPS

- Aim High
- Be there for others
- Lead yourself – self-awareness
- Be intentional
- Look at the big picture

2019 ASCLS Region V Symposium

“Never doubt that a small group of thoughtful, committed people can change the world. Indeed it is the only thing that ever has.”

Margaret Mead

THANK-YOU FOR COMING!