

### Be an Effective Mentor: Developing Your Personal Skills

21 January 2020

0930 - 1600

TUCO HQ

- Venue:** TUCO Ltd Academy Room, 36 St Ann Street, National House, Floor 3, Manchester, M2 7LE.
- Entry to Building:** TUCO is located on the third floor of National House. As you arrive on the third floor, please enter by the main reception door to your right for registration. Downstairs, the main doors of the National House building should be open at all times, and the building manager will be at reception.
- In the case that the building doors are closed, please call TUCO reception by dialing 31 on the intercom to the right of the main building doors outside.
- Cancellations:** Please let us know if you are no longer able to attend the event so that we can offer your space to another delegate on the reserve attendance list.
- Requirements:** If you have any access or diet requirements, please make us aware in advance so we can ensure that we cater for you correctly.
- Dress Code:** Smart/Casual
- Event Contact:** Should you require further information about this course before the course date, please contact Camilla Hayes, Academy Administrator/Trainer.
- Office: 0161 820 1016  
E-mail: [Camilla.hayes@TUCO.ac.uk](mailto:Camilla.hayes@TUCO.ac.uk)
- On 21 March, your main point of contact will be Sam Blezard, Business Admin Apprentice.
- Travel:** TUCO HQ is a short walk from Manchester Piccadilly Train Station and Victoria Train Station.
- Accommodation:** TUCO Ltd have a corporate contract with Motel One Hotel. The cost per room (single occupancy) is £69.00 incl. VAT with a 100% cancellation fee up to 6pm on the day of the reservation. To benefit from this contract please quote TUCO at the time of booking.
- Please visit their site for further details <https://www.motel-one.com/en/hotels/manchester/hotel-manchester-royal-exchange/#t=explore>

### **Who is this for?**

Middle to Senior Managers who would like to develop their mentoring skills.

### **Why should I take part?**

Every organisation needs some form of a career development programme to produce a succession of motivated, upward-moving employees. Mentoring is the process of preparing staff for future change. It is often referred to as a journey of prompted discovery. An effective mentor will be looking at longer-term career development and helping to improve leadership development and the retention of key people.

This course enables you to develop the skills of a mentor so they can bring the best out of your staff. Each delegate is given a handbook of key points from the course and advice from experienced mentors. They will have everything needed to prepare for their meetings with the mentee:

• Potential Benefits of Mentoring • Mentor Qualifications • The Role of a Mentor • Mentoring Skills • Avoiding the Pitfalls • Mentor versus Manager • Mentor versus Coach • The Role of the Mentee • Mentee Qualifications • Mentoring Outcomes • Phases of Mentoring Relationships • Meeting Suggestions • The First Meeting • Between First and Second Meetings • The Second Meeting • The Experiential Learning Cycle • Model Discussions • Frequent Questions asked by Mentors • Duration of Mentoring • More than one mentee at a time • End of the relationship • Using The GROW Model • Outcome Orientation • Creating SMART Action Plans • The skills of giving Feedback • Avoiding Problems

### **How will it help me?**

During the event, you will...

- Demonstrate the difference between a coach and a mentor
- Study how to build rapport and create a development environment
- Define preferred learning styles - understand how people learn
- Discover how to assess individual needs and give appropriate feedback
- Use effective probing and questioning and practice reflective listening

Following the event, you will...

- Take home a handbook of key points from the course and advice from experienced mentors
- Have learnt about the benefits of mentoring
- Understand the role and practice the skills of an effective mentor
- Understand how to handle resistance to constructive criticism
- Have learnt how to get the mentee to review themselves and objectively set effective action plans

### **About the trainer:**

This workshop will be delivered by Graeme Jones of Elite Training who has key skills in the development of both front-line staff and front-line management. Graeme is an authorised Growth Accelerator Coach helping to develop the management teams of SMEs.

### Itinerary:

0900: Delegates to arrive at TUCO HQ by this time for registration

0930: Start of course

1100: Break - Tea and Coffee

1130: Course Continues

1230: Lunch - Provided by TUCO\*

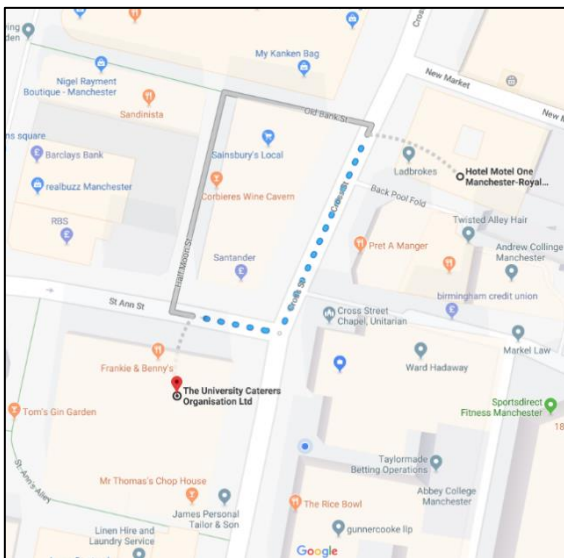
1330: Course Continues

1445: Break

1500: Course Continues

1600: End of Course

\*Please ensure you advise us of any dietary requirements in advance of the course taking place.



### **TUCO HQ Directions:**

TUCO Ltd, 36 St Ann Street, National House, Floor 3, Manchester, M2 7LE.

TUCO HQ is located between St Ann Square and Cross Street. It is next door (to the right) of Frankie and Bennies and opposite the Santander Bank.

Manchester Victoria, Manchester Piccadilly, Oxford Road, Salford Central and Deansgate train stations are all a short walking distance away. Please note that there is no street parking available in the area. Delegates travelling by car are recommended to use an NCP car park, there are several in the area.

Motel One is located on the other side of Cross Street, 1-minute walk away.

