

MENTORING AND COACHING PROGRAMME



Management & Leadership Course

LEARNING OUTCOMES

- Demonstrate the practical skills, knowledge, and confidence required to be an effective mentor.
- Clearly define the purpose of mentoring and ensure value for both mentee and the organisation.
- Identify and address common challenges in supporting new trainees through real-world scenarios.
- Establish, manage, and maintain productive and professional mentoring relationships.
- Provide emotional support while maintaining appropriate boundaries and professional focus.
- Develop and sustain a collaborative mentor network to share best practice and ongoing support.

COURSE OVERVIEW

Mentoring is a unique skill that goes beyond coaching or managing performance. It's about guiding growth, sharing experience, and inspiring confidence. In a virtual setting, though, it's easy for mentoring to overlap with coaching or performance discussions. This workshop helps mentors stay focused on what truly matters — building meaningful connections and supporting personal and professional development through effective, purposeful mentoring conversations.

TOPICS COVERED IN THIS COURSE

Understanding the Mentoring Role

This section defines what mentoring is and is not, clarifies expectations and responsibilities, and distinguishes the mentor's role from that of a line manager.

Establishing Boundaries and Managing Challenges

Participants will explore potential challenges when supporting Trainee Case Workers and learn strategies for maintaining clear and professional boundaries.

Assessing Starting Points

Mentors will reflect on their existing experience, communication style, and personal strengths, and consider how to adapt their approach to suit different mentees and situations.

Building a Mentoring Framework

This module covers how to establish a clear structure for mentoring, including contracting, setting agendas, agreeing frequency, maintaining confidentiality, and managing records.

Developing Core Mentoring Skills

Participants will develop key communication skills such as active listening, effective questioning, and constructive feedback, while learning to balance guidance with empowerment.

Effective Communication in Mentoring

The focus here is on building rapport through verbal and non-verbal communication and developing confidence in mentoring both in-person and remotely.

Applying Mentoring in Practice

Through practical exercises, participants will apply mentoring techniques in a supportive environment, reflect on their learning, and identify areas for further development.

Sustaining Mentor Development

The workshop concludes by helping participants create action plans for ongoing growth and establish a peer network to share experiences and best practices.