



Mentor training

Part 1

Getting acquainted

- Which part of a bike are you and why?



Programma

1. Competence development + welcome policy
2. Coaching skills:
 - a. *Observation*
 - b. *Feedback*
 - c. *Active listening*
 - d. *Reflection*
 - e. *Motivation and coaching*
3. Evaluation
4. Closure

COMPETENCE DEVELOPMENT

1. Competence development

- **TERMINOLOGY**
- **LEARNING STYLES KOLB**
- **COMPETENCY MEASUREMENT**

Terminology

Competence

= A clusters of related abilities, commitments, knowledge and skills that enable a person to act effectively in a job or task



Competency

- Organising activities
- giving customized support
- ...

Which competencies do you need as a mentor when you want to coach a trainee?

COMPETENCY > BEHAVIOURAL INDICATOR

Behavioural indicator

= behavioral indicator is an observable behavior that indicates the

presence of the particular competency

= Part of a competency

Behavioural competencies: an example

- **Organising activities** (= competency)
 - You let people participate when you organise activities.
 - You encourage people to do something when they have some free time,
 - ...

Competency profile:

A **competency profile** is designed to define a particular job's knowledge requirements, skills and expectations. It is a whole of competences and related behavioural indicators.

= easy to give feedback to the trainees

COMPETENTIE 5: PROFESSIONEEL OBSERVEREN EN (SCHRIFTELIJK) RAPPORTEREN

	Dec 2016	Jan 2017	Mei 2017	Juni 2017
5.1 Je onderbouwt je interpretaties met observaties (objectief)				
5.2 Je bent je bewust van de valkuil van interpreteren. Dit wil zeggen dat je aandacht hebt voor systematisch observeren.				
5.3 Je geeft info voldoende stipt, nauwkeurig en volledig door (schriftelijk en mondeling)				
5.4 Je merkt veranderingen in handelen, (lichaams)signalen op bij de cliënten door objectief, doelgericht en systematisch te observeren				
5.5 Je voorkomt om je in je handelen te laten leiden door interpretaties die je niet kan onderbouwen met observaties				
5.6 ...				

Advantages Competency profile

- Objective evaluation
- makes evaluation easier
- ...

→ Helps to make a personal development plan

WELCOME POLICY

Exercise

- What do you have to do to welcome trainees properly?
- What don't you have to do?

Introductory conversation

Important:

- First impression
- Dosing
- Quiet and clear
- Two-way communication
- Trust

Introductory conversation

Content:

- Presentation of you as a mentor and the team
- Explanation about the tasks
- Practical stuff
- ..

Developing PDP

- Personal development plan
- Determinations of expected competencies
- Goals
- Learning styles

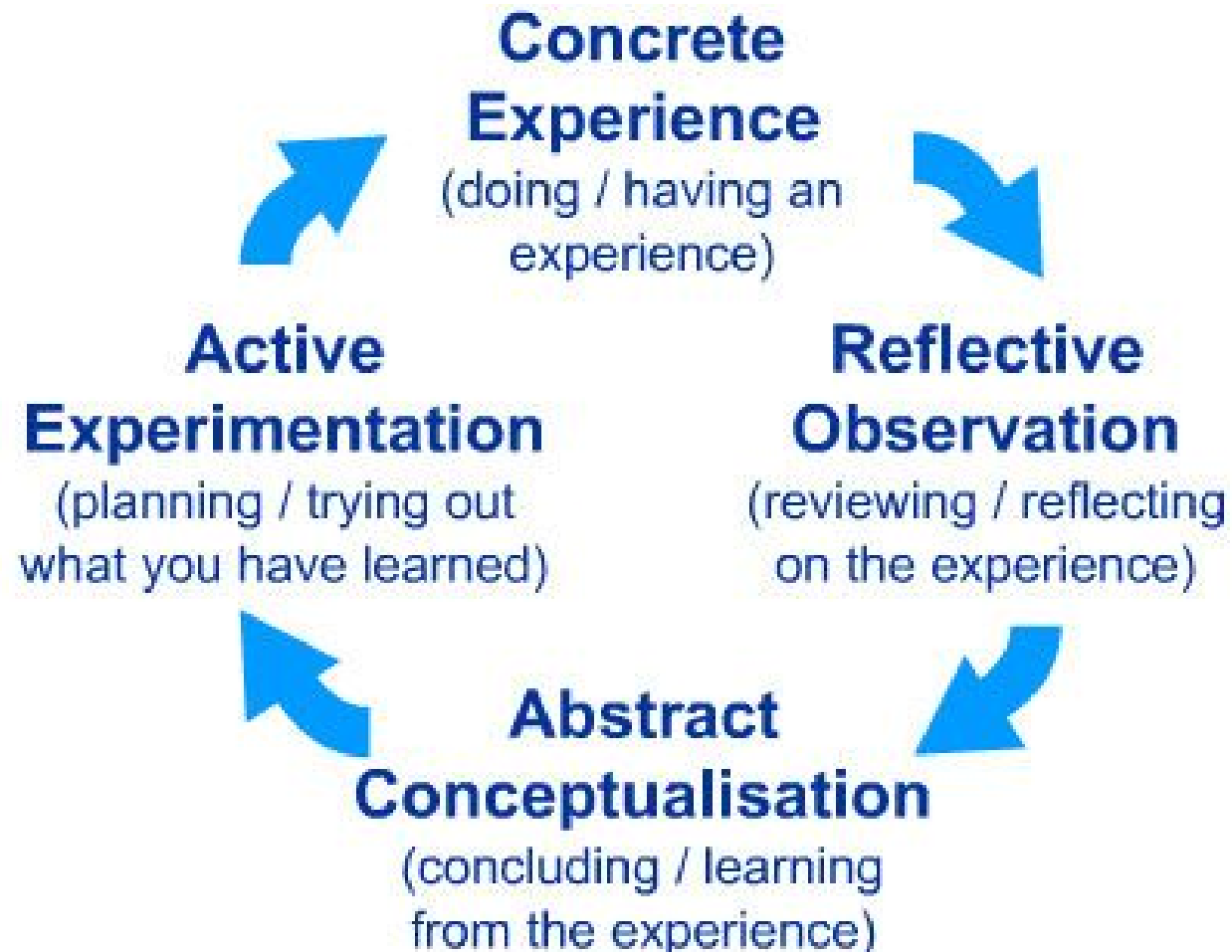
LEARNING STYLES KOLB

What learning style do you have?

Make a knot based on the picture, the step-by-step-plan or ask for help.



KOLB



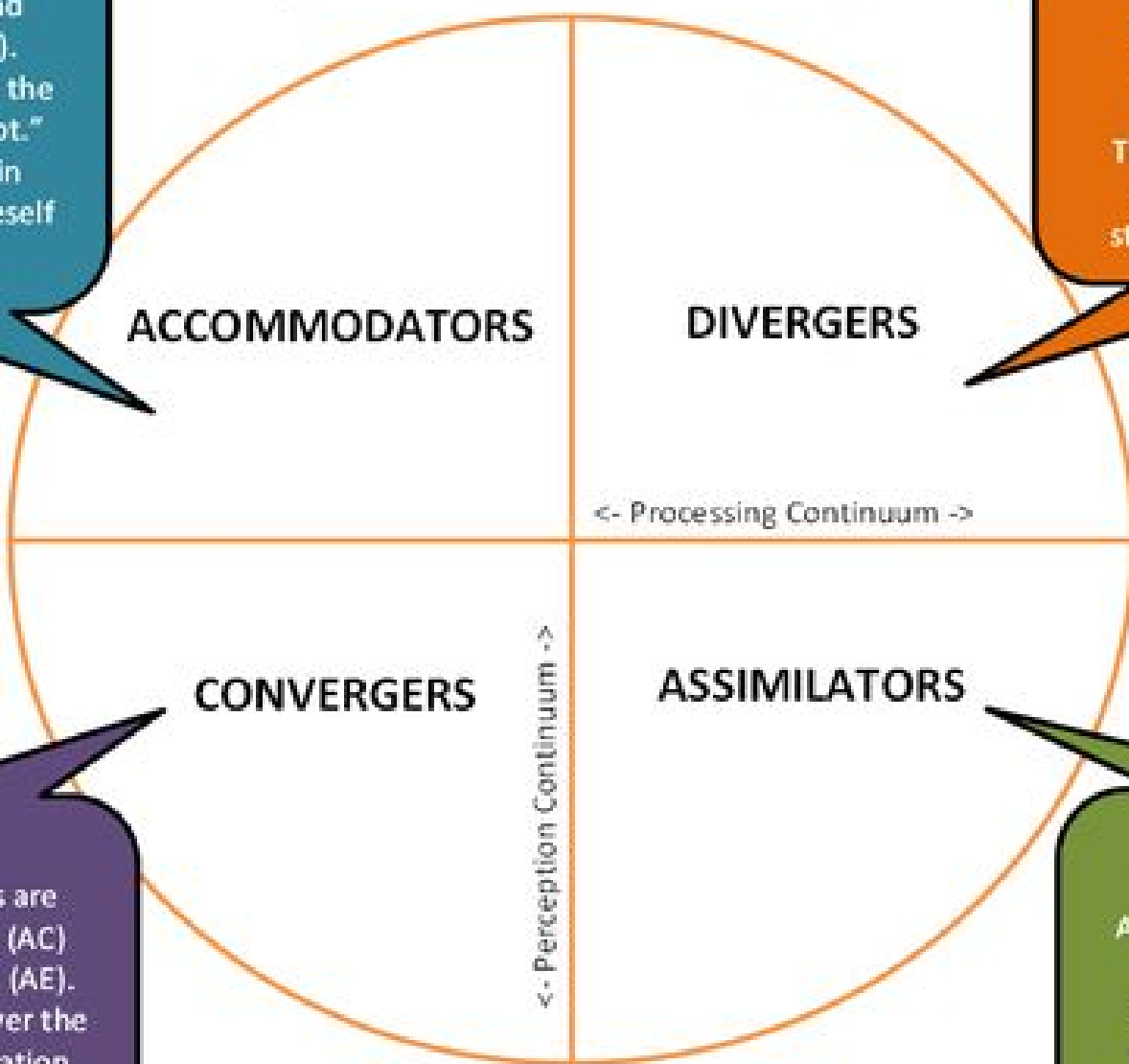
Concrete Experience (CE):
Being involved in new experience

Accommodators:
Dominant learning abilities are Concrete Experience (CE) and Active Experimentation (AE). They are motivated to answer the question "what if" or "why not." Their greatest strength lies in doing things and involving oneself in the experience.

Divergers:
Dominant learning abilities are Concrete Experience (CE) and Reflective Observation (RO). They are motivated to answer the question "why." Their greatest strength lies in imaginative ability.

Active Experimentation (AE):
Using theories to solve problems and make decisions

Reflective Observation (RO):
Watching others or developing observations about own experience



Convergers:
Dominant learning abilities are Abstract Conceptualization (AC) and Active Experimentation (AE). They are motivated to discover the relevancy or "how" of a situation. Their greatest strength lies in the practical application of ideas.

Assimilators:
Dominant learning abilities are Abstract Conceptualization (AC) and Reflective Observation (RO). They are motivated to answer the question "what is there to know." Their greatest strength is in creating theoretical models.

Abstract Conceptualization (AC):
Creating theories to explain observations.

Learning circle KOLB

→ Trainee has a preferred style

→ Mentor has a preferred style

→ Preferred style is defined by the situation

= as a mentor it is important to show the trainee the different learning styles.

= Reflecting after a learning situation

OBSERVATION

MENTOR SKILLS

OBSERVATION

- Objective
- Targeted (movie: whodunnit?!)
- Systematical

- Objective
 - Clear examples
 - Concrete
 - Facts
 - More than one observer

Exercise

Make this sentences as concrete as possible

- Lena is again way too late.
- Sam talks too much.
- Stef is boring as hell
- ...

- Targeted
 - Define what you want to observe
 - Behavioural indicators
 - Knowledge of the competency profile

- Systematical
 - Different times
 - Different situations

→ During or immediately after the observation

- Logbook
- In detail
 - *Name: trainee*
 - *Name: observator*
 - *Date and time*
 - *Situation*
 - *Observation*

- Feedback per indicator
- Evaluation per competency

Exercise



Questions?