



# Mentoring Skills Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**Mentoring is an essential leadership skill that can be used to help your team learn, grow and become more effective in their roles. This course will give learners the essential skills and techniques required to work as an inspirational mentor.**

Our one day **Mentoring Skills** course aims to show learners **how to use mentoring as a motivational tool** which will help increase individual and team performance.

The course looks at the mentoring 'contract', **setting up mentoring sessions**, how to ensure the mentoring time is protected, **how to evaluate the effect of mentoring** and gives advice on **where to draw the line**.

During the course learners will discover their individual mentoring style and identify key areas to work on to develop their abilities.

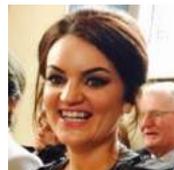
*"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."*

**Marcin Cesarz, Lead Business Analyst, AIB**



*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose Our Mentoring Skills Course

DCM Learning's Mentoring Skills course will show learners how to use mentoring as a motivational tool which will help increase individual and team performance. The course looks at the mentoring 'contract' and will teach learners the essential skills and techniques required to work as an inspirational mentor.

## Specific reasons to choose this course:



**Experienced:** We have trained over 251 individuals successfully in Mentoring Skills over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Experienced Training Team:** Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered our Mentoring Skills programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





# Mentoring Skills Course

## COURSE OVERVIEW

This 1 Day course will teach learners the essential skills and techniques required to work as an inspirational mentor.

The course also looks at the mentoring 'contract', setting up mentoring sessions, how to ensure the mentoring time is protected, how to evaluate the effect of mentoring and gives advice on where to draw the line.

During the course learners will discover their individual mentoring style and identify key areas to work on to develop their abilities.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand the difference between coaching, counseling and mentoring
- Understand clearly the roles of the mentor and mentee
- Confidently set up and oversee a mentoring agreement
- Make use of the latest mentoring models and styles to structure and make your meetings more effective
- Identify and avoid the common pitfalls of mentoring
- Have a personal action plan to apply learning back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Contents

## TOPIC 1: BECOMING A MENTOR

- Mentoring versus coaching versus counselling
- The role of the Mentor and Mentee; Benefits for both;
- Skills and qualities of a good mentor
- Considerations - Frequency & method of contact; Duration; Confidentiality; Expertise

## TOPIC 2: THE MENTORING PROCESS

- Setting up a successful mentoring arrangement
- Beginning and managing the mentoring relationship
- Structuring meetings to ensure effectiveness
- Useful models, tools and techniques

## TOPIC 3: DEVELOPING YOUR MENTORING ABILITY/SKILLS

- Self - assessment of your own mentoring style
- Motivating your mentee
- Dealing with conflicts/challenges
- Evaluating your effectiveness

## TOPIC 4: PERSONAL ACTION PLAN

- Recognising areas that you need to build on
- Developing your personal action plan



## Andrew Gibson

### Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

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*"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"*

Alan Grogan, Programme Manager, Arthur Cox

**ARTHUR COX**



# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Mentoring Skills training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

| Details                       | 1 Day Training           | 2 to 5 Days Training      | 6+ Days Training          |
|-------------------------------|--------------------------|---------------------------|---------------------------|
| <b>Cost</b>                   | €1,095 per day           | €995 per day              | €895 per day              |
| <b>Materials</b>              | Included                 | Included                  | Included                  |
| <b>Travel Expenses</b>        | Included                 | Included                  | Included                  |
| <b>Areas Covered</b>          | All Counties             | All Counties              | All Counties              |
| <b>Customisation</b>          | Course Customised        | Course Customised         | Course Customised         |
| <b>Survey</b>                 | Pre & Post Course Survey | Pre & Post Course Survey  | Pre & Post Course Survey  |
| <b>Account Management</b>     |                          | Dedicated Account Manager | Dedicated Account Manager |
| <b>Free Public Course</b>     |                          | 1 Free Place              | 3 Free Places             |
| <b>Public Course Discount</b> |                          | 15%                       | 25%                       |



# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

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-  Guinness Enterprise  
Centre

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-  Atrium Business Centre  
Blackpool Business Park

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