

## Mentoring programme - Listening and Questioning skills - Stage Two for Group One

Tuesday 7 March 2017, tp bennett, One America Street, London SE1

Hosts: Mary-Louise Gray  
Pranvera Vula  
Course Leader: Tracie Carr-Middleton

This evening's mentoring workshop, held at tp bennett's One America Street HQ and led once again by **Tracie Carr-Middleton** was Stage Two for the first two cohorts.



The first mentoring workshops were an introduction to the ideas, process and practice of mentoring. This workshop, for the amalgamated cohorts one and two, is an even more interactive session where all delegates are invited to participate. This workshop focuses on the two key skills required to start the mentoring relationship, namely, active listening and being able to ask good questions of the Mentee - both of which are essential tools in making mentoring work.

Having looked briefly at various levels of listening, Tracie then concentrated on exploring the level of Active Listening – being focused on what the other person is saying, in order to make sense of the details and fully understand the other person. The participants were given a chance to review the effectiveness of their listening skills but working with other delegates to explore how well they are able to focus on another person and register the important elements of what was being said. Most people, Tracie explained, like to think they are good listeners, but with all the additional areas which clamour for our attention, it is often difficult to filter out the noise and really hear what the people we are listening to, are saying. The constant demands on our time mean we often “assume” we know what someone is talking about or wants to communicate and can easily lead to misunderstanding and can even damage the relationships we want to build.

Next we moved on to essential Questioning Skills. What is a great question? The answer is that it is often, simple, has a specific purpose and influences without being controlling. How many times have you asked a question and got an answer apparently completely off the point? Perhaps because it was a multiple question which confused the issue? A simple way of thinking about the questions you ask, said Tracie, is to use a traffic light metaphor – are they “red” questions which “stop” the conversation going much further or are they “green” which open up conversation and possibly further insight? Again the participants were given a chance to review the type of

questioning “habits” they have developed, as often in an attempt to save time, we ask more “red” questions eliciting a “yes”, “no” or other one word answer, than really exploring issues fully from someone else’s perspective.

‘Active listening ,’ she said, ‘is one of the most important skills anyone can acquire. The ability to listen and understand and then to ask the right sort of question is useful in any walk of life. Practise on your friends!’



CoreNet Global’s UK Chapter has launched this mentoring programme to tap into the wealth of experience represented by our chapter members. Free to members who are put into carefully matched partnerships and who benefit from a series of quarterly workshops run by Tracie over a twelve month period, this programme provides a framework supporting mentors and mentees.

Future meetings are as follows:

Cohort 1 & 2	Workshop three:	21 June 2017
	Workshop four:	w/c 11 September 2017
Cohort 3	Workshop two:	7 June 2017
	Workshop three:	w/c 11 September 2017
	Workshop four:	w/c 4 February 2018

Workshop One is the introduction to the programme - rapport building and body language

Workshop Two is getting started - active listening and questioning

Workshop Three is setting goals - mentoring in the moment

Workshop Four is the learning cycle - situational leadership



For more information on the programme [click here](#). For more on the last events [click here](#) and [here](#)  
Or contact Mary-Louise Gray: [mary-louise.gray@baml.com](mailto:mary-louise.gray@baml.com) Or Pranvera Vula:  
[pranvera.vula@tpbennett.com](mailto:pranvera.vula@tpbennett.com).

Alison Sutherland