

Mentoring programme - Listening and Questioning skills - Stage Two for Cohort Three

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

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

This was the second, Stage Two mentoring workshop and it was held at tp bennett's, One America Street HQ led as usual by our facilitator, **Tracie Carr-Middleton**.



The first mentoring workshops were an introduction to the ideas, process and practice of mentoring. This second workshop, for the third cohort to participate in this process, was an even more interactive session in which all the delegates participated. Following the formula of the first workshop, this second meeting focused on some of the keys skills required to build the mentoring relationship: active listening and good questioning skills - both of which are essential tools in making mentoring work.

Initially, Tracie took us briefly through some of the 'Mentoring Myths': Is mentoring a one-way street? Can it only be done face to face? Does one need a lot of time to dedicate to this? Expectations of what good looks like are the same for everyone, mentors have to be older and you can only have one mentor at a time. This resulted in some lively discussion about people's own experiences and expectations.



Next we focused on the four distinct phases of mentoring: building the relationship, exchanging information and setting goals, working towards goals/deepening engagement and perhaps counter intuitively, how to prepare for an exit from the relationship. As this session was to reinforce and set up delegates for success in the first two phases; building the relationship and exchanging information, we then moved on to practise our listening skills. Who knew there are actually four difference levels of listening – cosmetic, conversational, active and deep?! Turns out many of us actually listen more to find the flaw in an argument or to figure out the “problem to be solved” than to listen in order to really understand and help someone else solve their own problems. Even being asked to remain in listening mode for 1 minute was a struggle for some people, who recognised that they had mentally started to formulate questions they wanted to ask their partner!

This set us up nicely to move into the next phase of the skill building session: asking the right sort of question in order to develop knowledge and understanding. Here she used the metaphor of the traffic light system to explore what questions deepen our understanding of the person and the issue and what questions force someone to adopt our approach and framework. It was a bit of an eye opener for some people as they realised without conscious effort they were all set to ask a lot of “red light” questions!



These workshops are proving invaluable not just for the immediate purpose, but for our greater interpersonal skill development. Behaviour begets behaviour; 'Smile at people', she suggests, 'and they will usually smile back'. It's true. The skills we are learning under Tracie's tutorials will serve us throughout our life.

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. Mentors and Mentees were told of their matches after the workshop so meetings can now begin in earnest.

Future meetings are as follows:

Workshop three: 27th September, 2017

Workshop four: TBA

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 and personality

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 Or Pranvera Vula: pranvera.vula@tpbennett.com.

Alison Sutherland