



MENTORING

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DID YOU KNOW that a one-to-one personal conversation that is focused on performance is the concept of mentoring/coaching?

What is Mentoring?

Mentoring is the process for making successful people more successful by offering knowledgeable suggestions, encouraging effort, and sharing in the success of their team members and partners. It is a form of consulting in that the mentor follows a step-by-step process with the volunteer to help implement new skills, changes and goals to foster growth and to realize full potential.

What are the characteristics of an effective mentor?

As a mentor's role is advisor, teacher, role model and friend they should:

- have the experience and expertise in the relevant area
- have the ability to relate to the volunteer as a partner. The mentor and the volunteer together choose the focus, format and desired outcomes for their work.
- be a good listener
- be willing to develop a relationship involving trust, support and shared values
- ask probing and open-ended questions
- give and receive useful feedback
- have the ability to develop an action plan and follow up
- be willing to devote time and effort into the mentoring program.

Mentoring works

Although everyone (from all walks of life) could benefit from having a mentor, young people often need and want mentoring. Mentoring can make the difference between success and failure by fulfilling the need for guidance through uncertain times. Mentoring youths has proven to have a positive effect on young lives such as improving school attendance, academic achievement, and support for positive behaviour. It is change- and future-oriented and it communicates respect.

Research has shown that positive mentoring/coaching can increase self-esteem and self-confidence resulting in more enjoyment from participating and it will in turn, promote lifelong volunteering.

Why create a mentoring program?

A good mentoring program encourages volunteers of all ages to join the organization. Newly recruited volunteers have a sense of security and do not feel left to their own devices when a mentoring program is in place. The volunteer can look to the mentor for advice and leadership until he/she feels comfortable in the role or capacity they have pursued.

A good mentoring/coaching program results in a win-win situation for all.

Refer to www.mentoring.org/research for more invaluable information on mentoring.

DID YOU KNOW?
AN INFORMATION SHEET FOR ST. JOHN AMBULANCE MEMBERS