Mentoring Skills Training

for Nursing Associates and Healthcare Support Workers

This programme is specifically designed for Nursing Associates and Healthcare Support Workers looking to develop their mentoring skills to support colleagues within their NHS Trust to fulfil their potential. Pearson TQ will deliver an interactive workshop providing delegates with the knowledge and key skills required to be a successful mentor within the NHS.

Mentoring is a unique skill requiring different attributes that ensure it stands apart from coaching and managing performance. The aim of this programme is to develop the capability to mentor others and gain the confidence and ability to support others in their development and personal growth.

In collaboration with NHS Trusts, Pearson TQ has developed a comprehensive mentoring programme that consists of:

- An interactive two-day face-to-face Workshop
- A facilitated two-hour group Action Learning Set.

All delegates will receive a pre-workshop support booklet that includes knowledge, hints and tips, and some pre-workshop activities. The support booklet will be a valuable resource that delegates can reflect on and use for mentoring sessions.

The workshop will consist of discussions, practical activities and facilitative sessions that ensure delegates come away feeling confident to effectively support a colleague in a mentoring partnership. The activities are based on real-life NHS work-based examples and form the basis of the two-day face-to-face workshop, allowing delegates to practice the skills needed for a successful mentoring session in a safe environment, with feedback and guidance to improve and build confidence.

Upon successful completion of the training, delegates will be able to support peers and colleagues in mentoring individuals to help them achieve their Care Certificate and support them with their wider career development.

Contact Pearson TQ to discuss your requirements

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Programme Overview

Pre-reading	**Support pack** with pre-reading and activities. This resource can be used to make additional notes during the workshop and kept to reference for future mentoring sessions.
Workshops	• **Two-day Workshop –** the face-to-face sessions are delivered over two days. The aim of these sessions is to help delegates improve their confidence while receiving specific feedback to support their mentoring and includes role-playing mentoring conversations to embed learning. • **Two-hour Action Learning Set –** this online session will be supported by the Course Tutor as the facilitator. This provides structured time for delegates to develop the personal, intellectual, and emotional skills to question, reflect and embed the learning in the workplace. The main aim is for delegates to come away with a set of realistic actions that will help them solve or understand any issues they may face during mentoring sessions.
Topics include	Workshop topics include: • Introduction to the role of a Mentor • Expectations, Rights and Responsibilities of the Mentor and Mentee • Identifying and addressing common challenges and barriers to Mentoring • Group discussion: expectations, challenges, potential biases, and positive outcomes • Exploring the relationship and differences between mentoring, coaching and training, as well as when to use each method effectively within the role of the 'Mentor' • Explore how different communication techniques can enhance the mentoring experience for both Mentor and Mentee • Opportunity to gain experience with different mentoring methods and identify preferred method(s) • Building trust between Mentor and Mentee • Planning for, managing and evaluating mentoring sessions • Application of learning through role-playing mentoring and coaching conversations.
Benefits include	• Increased confidence in mentoring colleagues • Knowledge of both the theory and practice of mentoring • Practising mentoring techniques in a supportive environment • Improving communication skills • Informing skills to develop people and capabilities • Using creative thinking skills and strategies • Receiving instant, personal and role-specific feedback • Opportunity for peer networking and support • Developing self-reflection skills • Becoming more resilient to the changing environment.

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