



Mentoring in the Workplace: Tips for Mentors

Mentoring can be an effective professional development tool for many agencies. Through mentoring, organizations can see dramatic improvements in efficiency, productivity and the vital passing of institutional knowledge and leadership skills to newer employees.

The Roles of a Mentor

Roles you should fill:

- Experienced guide and teacher
- Contact for people and resources
- Role model in both actions and attitude
- Watch out for his/her and the agency's best interests

Roles you should NOT fill:

- Parent
- Professional counselor
- Social worker
- Flawless idol
- Lending institution

NOTE: Never circumvent the chain of command. Your protégée is not your employee, and you are not his/her supervisor.

Working with your Protégée

Using Questioning to Challenge Ideas –

When questioning your protégée's ideas, remain unthreatening by:

- Maintaining an open and friendly attitude.
- Keeping it calm and matter-of-fact.
- Using casual conversation, tone, and gestures.
- Sticking to the facts.
- Avoiding expressing personal opinions.

Active Listening –

As a mentor, you should practice active listening. This means:

- Making eye contact.
- Really listening to what your protégée is saying.
- Not interrupting.
- Delaying judgment until you have heard all your protégée has to say.