



**Actuaries
Institute**

**Mentoring Program Mentor Skills Workshop
Thursday 26 October 2017**

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Warwick Hearne

Agenda

1. Overview of Mentoring
2. The Mentoring Program
3. Core Skills for Mentors
4. Practice
5. Discussion and Questions

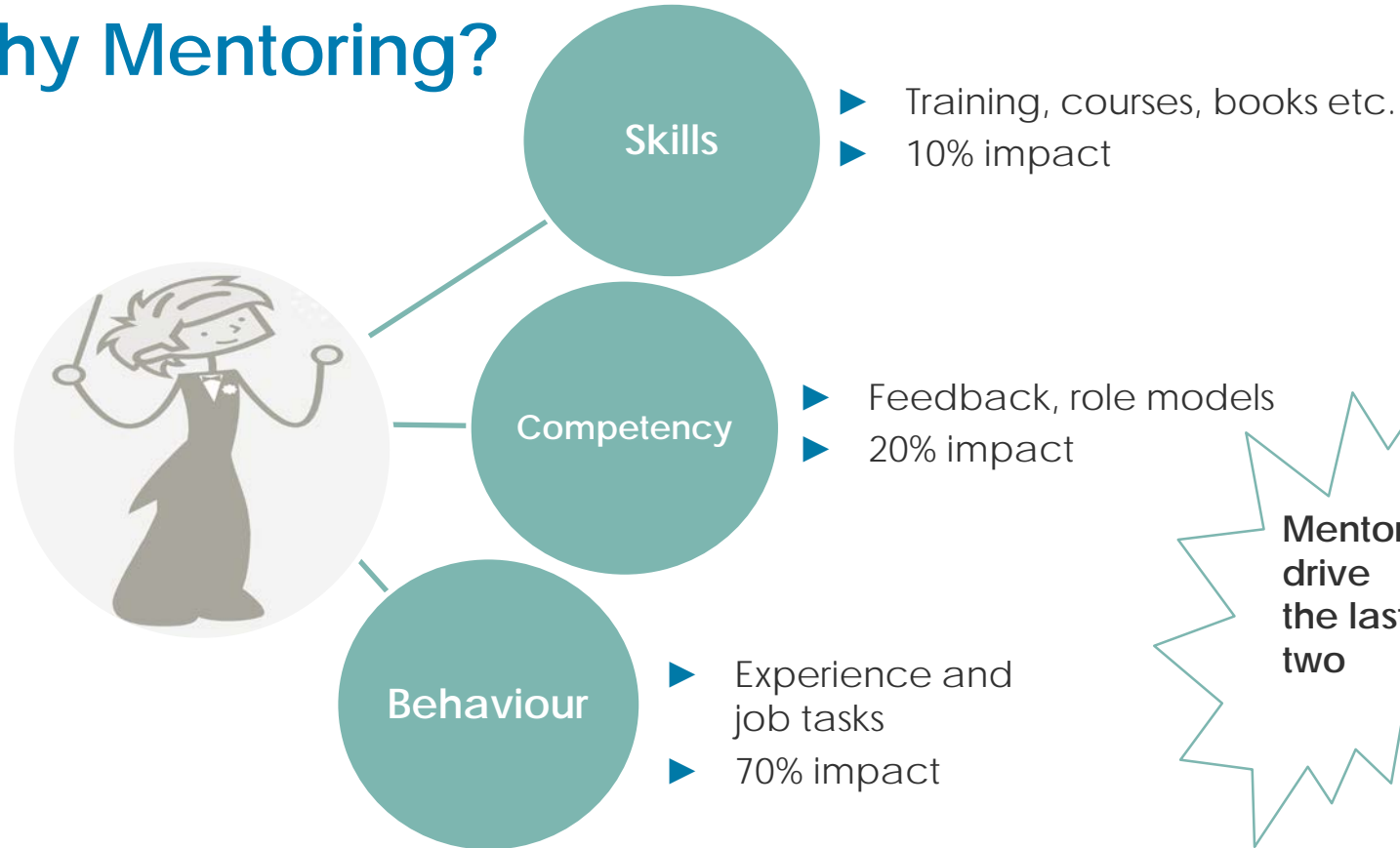


Mentoring?



The word 'mentor' comes from Homer's *Odyssey*. When Odysseus went to fight in the Trojan wars he left his son, Telemachus, in the care of the nobleman Mentor. Athena, the Greek goddess of wisdom, assumed the form of Mentor in order that she might give Telemachus some useful advice. Through Mentor, Athena acted as an advisor to the young Telemachus, helping him to overcome challenging obstacles.

Why Mentoring?



**Mentors
drive
the last
two**

Benefits for Mentees



- ▶ Accelerate professional and career development
- ▶ Improve individual performance
- ▶ Opportunity for reflection and evaluation (EI!)
- ▶ Create a trusting and committed relationship
- ▶ Can focus on broad business and professional outcomes (holistic)
- ▶ Getting another persons perspective – “old head on young shoulders”
- ▶ Improve planning, time management and communication

Benefits for Mentors

- ▶ Develop people skills: Coaching, empathy, listening
- ▶ Personal satisfaction
- ▶ Professional satisfaction
- ▶ Opportunity for reflection and evaluation
- ▶ Create a trusting and committed relationship
- ▶ Getting another person's perspective
- ▶ Reverse mentoring potential – current generation's skills
- ▶ Earn CPD Points



Program Timeframe

Timeframe	
Late Sep Late Sep	Mentors contacted by mentees Relationships begin
26 Oct	Mentor Skills Workshop (Sydney and Webinar)
January 2018	Review of mentoring relationship – Informal call to mentees and mentors



Mentoring Process – Suggestions Only

- ▶ Accept Invitation
- ▶ Initial Meeting: Agree Protocols and Expectations
- ▶ Complete Agreement
- ▶ Face-to-Face Meetings
- ▶ Monthly for 60-90 Minutes
- ▶ Business Environment
- ▶ Mentee Responsible for Schedule and Records
- ▶ Maintain an Engagement Record
- ▶ 12 Month Target
- ▶ Quarterly Review



Commitment Needed!

Potential Barriers

- ▶ Time?
- ▶ Confidentiality?
- ▶ Challenges?
- ▶ Short Term Value?
- ▶ Records and Actions?
- ▶ Tangible Benefit?

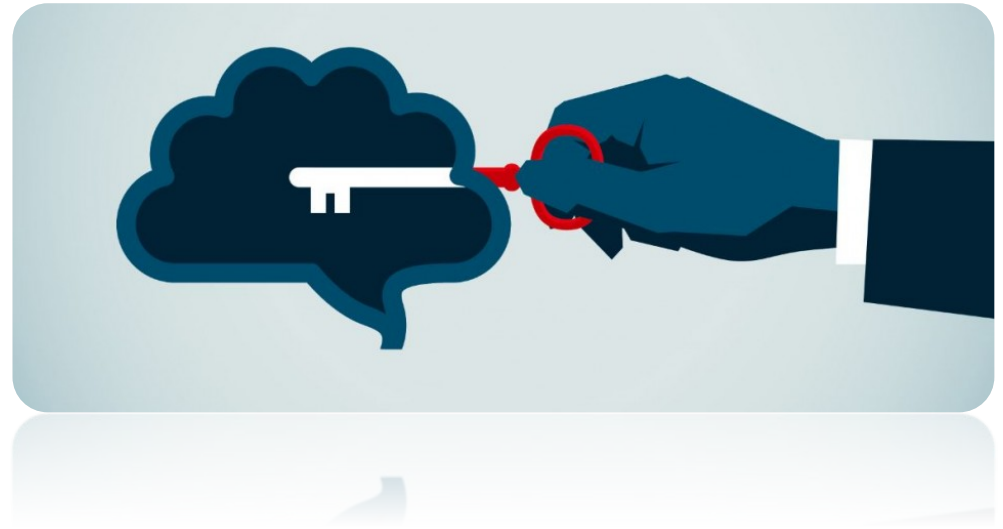


Questions?



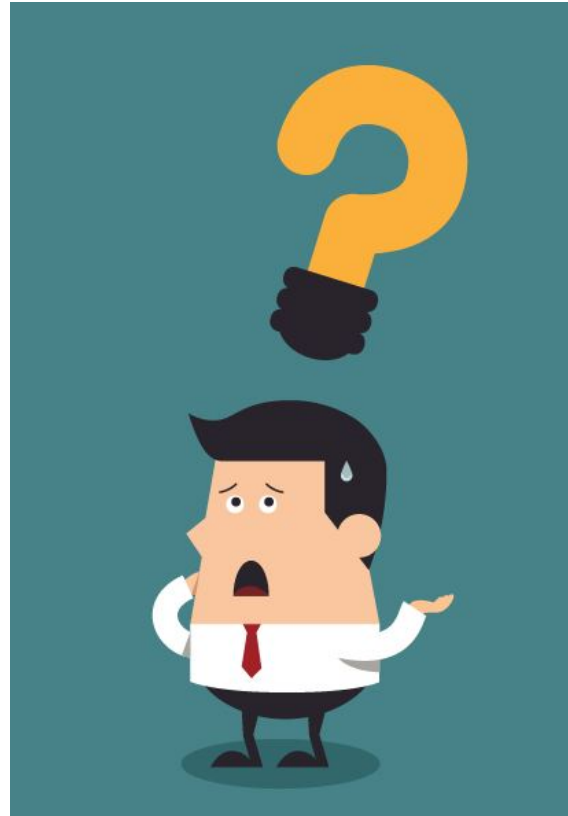
Core Skills for Mentors

- ▶ Listening
- ▶ Asking Good Questions
- ▶ Empathy
- ▶ Confidentiality
- ▶ Means vs. Ends
- ▶ Reasons vs. Excuses
- ▶ Options vs. Answers
- ▶ Matching Style
- ▶ Respecting Different Values



Practical Challenges...

What might be difficult to manage?



Let's Have A Go...

“One thing that concerns me about my workplace is...”

“One thing that I am not sure about my future career is...”



Questions?



**Enjoy the
experience!**



