

MENTORSHIP MAGIC 2.4



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TABLE OF CONTENTS

MODULE INTRODUCTION.....	3
MODULE STRUCTURE.....	4
MENTORING STRUCTURE, PROCESS, TIMELINES	6
MENTOR-MENTEE MATCHING.....	7
GOAL SETTING, NEEDS-BASED PLANNING, TRACKING DOCUMENTATION.....	8
MENTORING MEETINGS.....	9
REVERSE MENTORING OPPORTUNITIES	12
THE DRIVE-BY MENTOR.....	13
THE BENEFIT FOR MENTORS.....	15
THE PROCESS OF GIVING AND RECEIVING FEEDBACK.....	16
REFLECTION.....	17
THE QUIZ.....	18
NOTES AND QUESTIONS	19
ABOUT US.....	22

MODULE INTRODUCTION

MENTORSHIP MAGIC

Learn better faster

The concepts and ideas within each module are provided as suggestions and should be adapted to fit your unique environment, personality, and style, while still preserving the core value of the information presented.

Your workbook includes ample white space for you to jot down personal notes, thoughts, or ideas you may want to put into practice.

The workbook is designed to be completed in combination with the video.

Have fun and enjoy yourself.

To make sure you get the most out of this course, please ensure you're fully prepared to begin. Here's a quick checklist to help you get ready:

1. **Tools and Materials:** Have pens, and any required textbooks or resources organised and easily accessible.
2. **Time Management:** Schedule dedicated time for each module in advance. Block out these periods in your calendar to avoid interruptions.
3. **Distraction-Free Environment:** Choose a quiet space where you can focus solely on the course material, minimizing distractions from phone calls, emails, or other activities.
4. **Progress Tracking:** Consider keeping a checklist or journal to track your completion of each module or refer to your portal which will help keep you motivated and organised.
5. **Complete the quiz**

Remember, this learning platform offers resources that you can access anytime.

Don't hesitate to reach out to Graham anytime if you want to explore this topic further, clarify any questions, or share your thoughts. He's here to assist you!

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MODULE STRUCTURE

KEY CONCEPTS - UNLOCKING YOUR INNER GUIDE

What is mentorship, what are its benefits for both the mentor and mentee, and why is it a critical element of personal and professional growth?

Mentorship is a transformative relationship where knowledge, experience, and guidance are shared to foster growth and success. It benefits the mentor and mentee by building skills, expanding perspectives, and creating meaningful connections. For the mentee, it's a chance to gain wisdom, navigate challenges, and unlock potential. For the mentor, it's an opportunity to refine leadership abilities, give back, and leave a lasting legacy.

When structured thoughtfully, mentorship becomes a powerful catalyst for personal and professional growth. It's about creating a ripple effect of inspiration and impact, shaping the future one conversation at a time. Unlock the magic of mentorship and discover how to guide others toward lasting success while enriching your journey.

EXPECTATIONS

Setting clear goals and expectations: How to establish smart goals (specific, measurable, achievable, relevant, time-bound) with your mentee and align expectations from the start.

1. **Effective communication techniques:** Foster open, honest communication with your mentee, including providing constructive feedback and creating a safe dialogue space.
2. **Building trust and rapport:** The importance of building a strong foundation of trust and mutual respect, and practical techniques for deepening your relationship with your mentee.
3. **Supporting mentee development:** Recognise your mentee's strengths and areas for growth, and how to guide them toward overcoming challenges and achieving their goals.
4. **Feedback and reflection:** Strategies for giving and receiving feedback and reflecting on your mentoring style to improve future interactions.
5. **Navigating challenges in mentoring:** How to handle difficult situations, set boundaries, and keep the mentoring relationship on track even when obstacles arise.

WHAT YOU WILL ACHIEVE

By the end of this module, you will be empowered to:

- ✓ **Become a more effective mentor:** You will be equipped with the tools to guide your mentees through their personal growth journeys, helping them to navigate challenges and set achievable goals
- ✓ **Create strong, lasting mentoring relationships:** You will learn how to build trust, communicate effectively, and create an environment of mutual respect that fosters long-term development. Enhance your professional growth: mentoring is a two-way street. By practicing mentoring, you will not only help others grow but also gain valuable skills in leadership communication, and problem-solving that will enhance your career.

- ✓ **Provide meaningful feedback:** You will be able to give constructive, actionable feedback that helps your mentees reflect on their strengths, identify areas for improvement, and take clear steps toward their goals.
- ✓ **The development of future leaders:** As a mentor, you'll play a key role in shaping the careers of emerging professionals, helping them develop skills and confidence that will prepare them for leadership roles.

TIME TO COMPLETE

This module should take you approximately:

Workbook, Video, and complete the Quiz

35 minutes approximately

We look forward to an interactive and productive session together!

Let's get started!

MENTORING STRUCTURE, PROCESS, TIMELINES AND METHODS

A mentoring program is typically structured to provide guidance, support, and development opportunities for both the mentor and the mentee. The structure should be designed to ensure clear communication, goal setting, and consistent follow-up, all within a defined timeframe.

To help guide the mentoring process, we can use the acronym MENTOR to highlight the essential elements and stages involved in a successful mentoring program:



M - MENTOR-MENTEE MATCHING

Ensure alignment based on professional interests, expertise, personality, and goals. Begin with an orientation session for both mentors and mentees to set expectations, outline the mentoring framework, and review responsibilities. This phase lays the foundation for a successful mentoring relationship.

E - ESTABLISH GOALS & ACTION PLAN

Collaboratively set SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) that address the mentee's skill development, career progression, personal growth, or specific project goals. This ensures that both the mentor and mentee are aligned on measurable objectives to achieve.

N - NEED-BASED PLANNING TEMPLATE

Create a detailed action plan that outlines steps to achieve the agreed-upon goals. Identify any resources, tools, or support needed to meet these objectives, and ensure that both mentor and mentee are clear on their roles in achieving success.

T - TRACK PROGRESS THROUGH CHECK-INS & FEEDBACK

Schedule regular check-ins (monthly or bi-weekly) to assess progress and provide constructive feedback. These can be in-person meetings, video calls, or phone calls, depending on location and availability. The continuous feedback loop helps both mentor and mentee refine their approach and adjust as necessary.

O - ONGOING DOCUMENTATION & REFLECTION

Document progress, track achievements, and note learning milestones throughout the mentoring relationship. At the end of the program, both the mentor and mentee should reflect on what was accomplished, areas for improvement, and lessons learned. This step ensures that the relationship has a lasting impact.

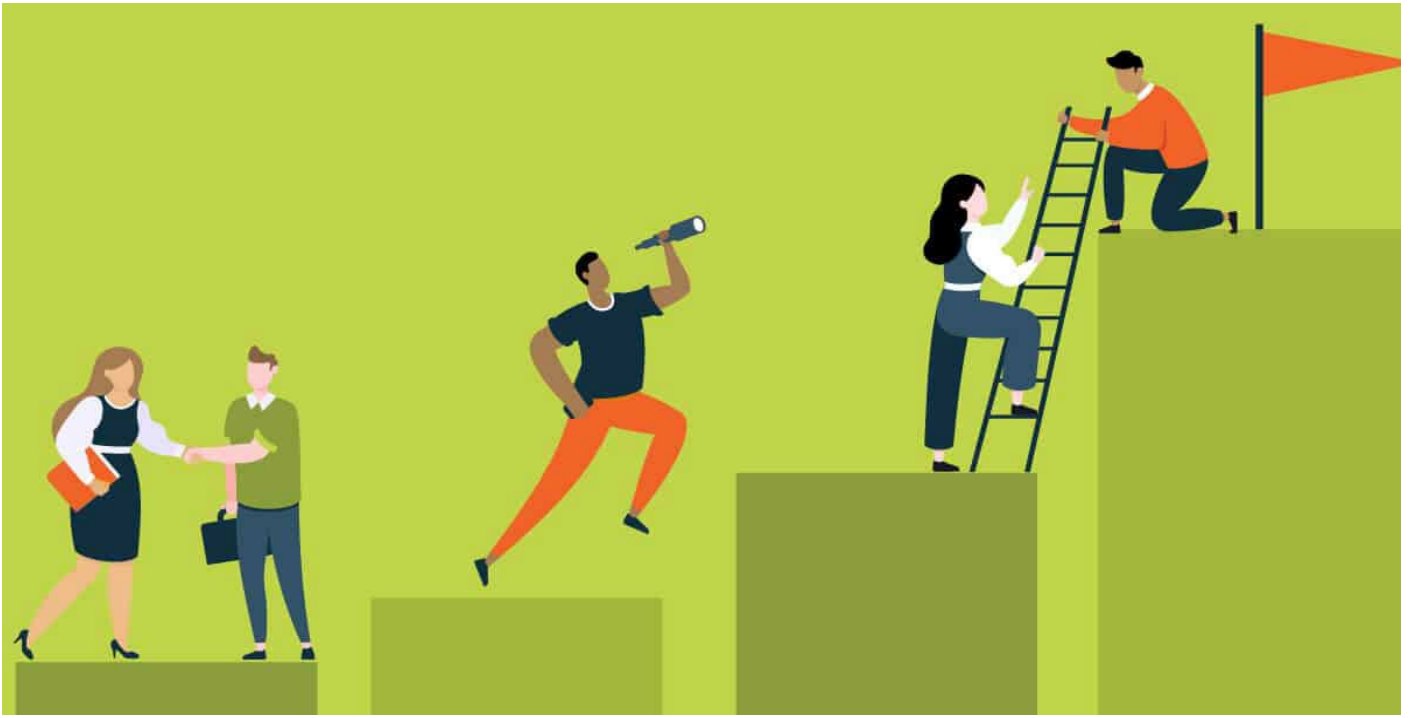
R - REVERSE MENTORING OPPORTUNITIES

Encourage reverse mentoring, where the mentee can also offer guidance to the mentor, particularly in areas where the mentee may have expertise or a different perspective. This is especially valuable when mentoring across generational or cultural lines, providing mutual learning and growth for both parties.

SUMMARY

By using MENTOR as a structured approach ensures that the mentoring relationships are purposeful, impactful, and reciprocal. The program fosters clear communication, goal-setting, and consistent follow-up, all within a defined timeframe, maximising the potential for success for both mentors and mentees.

MENTOR-MENTEE MATCHING



Skills & Experience Alignment: Ensure mentors can provide the specific guidance the mentee needs.

Personality Compatibility: Consider communication and working styles.

Goal Alignment: Make sure both parties are clear on the mentee's goals and how the mentor can help achieve them.

Generational & Cultural Diversity: Foster learning from different perspectives, particularly with reverse mentoring.

Trial Period & Flexibility: Be open to adjusting matches if necessary, with regular check-ins.

By thoughtfully matching mentors and mentees based on these considerations, you'll ensure stronger relationships, better learning outcomes, and more success in your mentoring program.

THIS WORKS BEST WHEN IT IS NATURAL



GOAL SETTING, NEEDS-BASED PLANNING, TRACKING DOCUMENTATION

Complete this template by choosing one goal that is relevant for you today.

WHAT IS MY GOAL?

WHAT ARE THE BENEFITS TO ME?

WHAT ARE THE BENEFITS TO MY COMPANY?

3 MONTH MEETING SCHEDULE

START DATE	TOPIC AND VENUE	CHECK IN	MENTOR SIGN	MENTEE SIGN

MENTORING MEETINGS



IN-PERSON MEETINGS, FACE AND VIRTUAL

Building rapport, establishing a personal connection, and deep discussions.

Regular one-on-one sessions (e.g., bi-weekly or monthly). Mentoring "walk-and-talks" (informal yet productive meetings while walking outside or around the office). "Lunch & Learn" or coffee meetings to combine mentoring with casual interaction.

Facilitates stronger relationships and allows for better non-verbal communication (body language, facial expressions). Can be more engaging and conducive to brainstorming, problem-solving, or skill-building activities. 20-30 minutes can achieve much. Always book the next meeting and what is expected.

PHONE CALLS

Mentoring on the go, or when in-person or video meetings aren't feasible. More personal than email or text-based communication. Convenient for both parties, especially when one or both have busy schedules. Quick and effective for addressing time-sensitive issues or providing support.

Weekly or bi-weekly check-ins: Brief calls to keep the mentee on track, discuss goals, or address any immediate challenges.

On-demand calls: Available for urgent questions or ongoing support between scheduled meetings.

SMALL GROUPS



Mentoring multiple mentees at once or fostering peer-to-peer learning. Creates opportunities for shared learning among multiple mentees. Encourages cross-pollination of ideas and diverse perspectives. Helps mentees feel part of a community rather than isolated in their development.

Less personal attention compared to one-on-one sessions and may be difficult to address specific challenges faced by each mentee.

Roundtable discussions: A regular group session to discuss a specific topic or issue, led by the mentor. Workshops or webinars: Sessions on skills, leadership, or industry knowledge where multiple mentees participate.

ON THE FLY

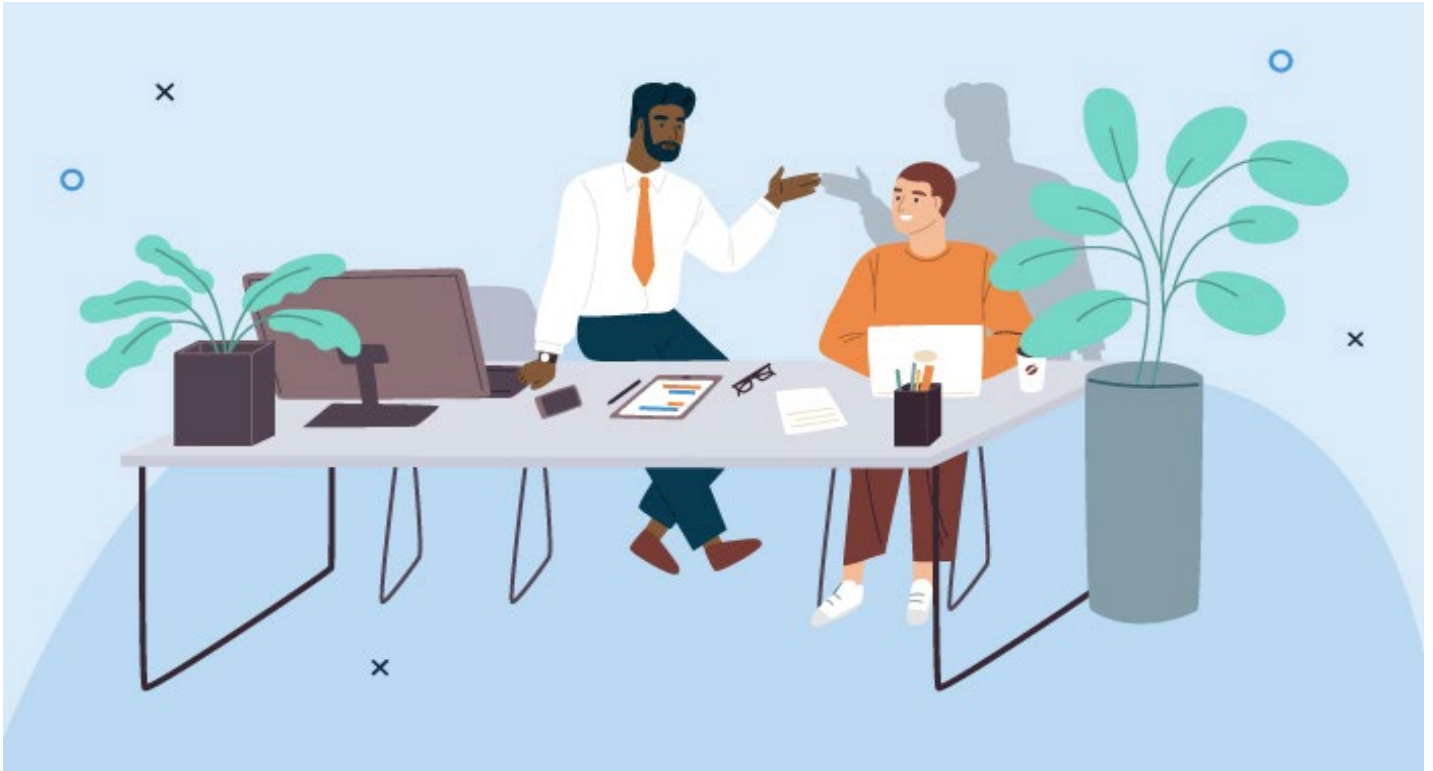
Fostering flexibility and a relaxed atmosphere where conversations can flow naturally. Reduces pressure and can feel more comfortable, encouraging open communication. Useful for quick check-ins or when mentees need support on a specific, time-sensitive issue.

Coffee chats: Brief informal conversations over coffee (either in-person or virtually) to touch base and keep the connection going.

WRITTEN COMMUNICATION

Emails: Regular email and text updates or check-ins where the mentor provides feedback, guidance, or resources. Journals/Logbooks: Mentees keep a progress journal or log, which the mentor reviews periodically to track growth and challenges. Text Messaging: Quick, informal communication for fast updates or to ask brief questions.

SHADOWING OR OBSERVATION MEETINGS



Observing behaviours and gaining hands-on experience in a real-world environment.

Provides practical learning experiences and enables mentees to observe the mentor in action, which can be powerful for leadership, decision-making, and problem-solving skills.

Time-intensive for both the mentor and mentee. Limited to certain roles or professions.

1. **Job shadowing:** The mentee accompanies the mentor in their daily work to learn by observation.
2. **Project-based mentoring:** The mentor allows the mentee to observe the completion of a specific project or task to understand the decision-making process.
3. **Leadership shadowing:** Mentees shadow senior leaders during important meetings or decision-making moments to gain insights into leadership style and organisational dynamics.

ONLINE LEARNING PLATFORMS

Structured learning with self-paced development, especially when paired with mentoring discussions. Access to a broad range of learning materials, courses, and webinars. Can complement one-on-one mentoring by providing foundational knowledge. Convenient for busy schedules and remote mentoring.:

Less personal interaction, which may not be ideal for all types of mentoring. Requires mentees to be self-motivated and disciplined.

CONCLUSION: BLEND THE RIGHT MEETING OPTIONS

The best mentoring meeting options depend on location, availability, learning style, and relationship dynamics between the mentor and mentee. Ideally, a mix of meeting types should be used throughout the mentorship journey to maintain engagement, support goal achievement, and adapt to the changing needs of both individuals.

REVERSE MENTORING OPPORTUNITIES



To ensure a successful reverse mentoring relationship, both mentors and mentees (in the reverse mentoring context, it's the younger employee who acts as the mentor and the senior employee who acts as the mentee) should follow a structured process.

BRIDGING GENERATIONAL GAPS

In today's workplaces, multiple generations (Baby Boomers, Gen X, Millennials, and Gen Z) often work side-by-side. Reverse mentoring provides opportunities for younger employees to share new technologies, trends, and digital literacy with more senior colleagues who may not be as familiar with emerging tools.

Young employees can also mentor older colleagues on how to engage with social media, modern communication tools (like Slack, Teams, etc.), and current cultural trends.

FOSTERING DIVERSITY AND INCLUSION

Reverse mentoring can help promote inclusion and equity by giving employees from underrepresented groups (e.g., women, minorities, LGBTQ+) the chance to share their perspectives, experiences, and challenges. This can help senior leaders understand diversity issues more deeply and make more informed decisions.

Reverse mentoring can be especially powerful for organisations looking to foster inclusive leadership by helping leaders connect with employees from diverse backgrounds, cultures, and experiences.

EXPANDING PERSPECTIVES AND INNOVATION

Younger employees, often being more immersed in new ideas, creative problem-solving, and technology, can mentor senior employees on innovation, entrepreneurial thinking, and disruption. This brings fresh perspectives to established leadership.

THE DRIVE-BY MENTOR



The mentor provides advice or feedback in a one-off meeting or occasional interactions, rather than through regular, structured meetings or deep ongoing guidance.

The relationship is usually informal, and the mentor may not be actively involved in the mentee's long-term development.

A Drive-By Mentor typically gives quick, targeted advice or feedback on a specific issue or problem that the mentee is facing.

The mentor may have limited involvement in the mentee's larger goals or projects, but they can offer valuable insights into solving immediate challenges.

VIDEO NOTES

OCCASIONAL SUPPORT



Meetings are often infrequent, and they can happen when the mentee faces a particularly challenging decision or task. The mentor may offer advice from an external perspective, but without deep emotional investment or commitment to the mentee's long-term growth.

There is little time spent building trust or rapport, and the relationship is typically transactional.

Drive-By Mentors are often recognised as experts in a specific field or area (e.g., business strategy, leadership, technology) and are called upon to lend their expertise when needed.

They may have limited personal knowledge of the mentee's goals or background, but they provide specialised guidance for a narrow issue.

A Drive-By Mentor can be an invaluable resource for quick advice, immediate problem-solving, or specialised feedback when the mentee does not need, or is unable to engage in, a deeper, more formal mentoring relationship.

While this type of mentoring has its benefits, especially for addressing specific issues or for time-limited advice, it may not provide the depth, emotional support, or long-term development that a more committed mentoring relationship can offer.

THE BENEFIT FOR MENTORS



Being a mentor can be a highly rewarding experience, not only for the mentee but also for the mentor. While mentors often play a guiding and supportive role, they also gain numerous benefits from the process.

PERSONAL GROWTH

A mentor may gain new insights into their own leadership style or reflect on how their values have evolved by helping others navigate their career or personal growth.

ENHANCED LEADERSHIP AND COACHING SKILLS

A mentor might refine their ability to coach employees by practicing these skills with their mentee, which improves their overall management capabilities.

INCREASED JOB SATISFACTION AND ENGAGEMENT

A senior employee who mentors a junior colleague might find greater satisfaction in watching them develop, knowing they played a role in their success.

LEGACY AND GIVING BACK

A mentor might feel a sense of pride in knowing they have contributed to the professional growth of their mentee and helped shape their career trajectory.

This can be particularly rewarding in industries where mentorship is valued as part of the culture.

THE PROCESS OF GIVING AND RECEIVING FEEDBACK

Giving and receiving feedback is a vital part of effective communication and personal development.

Whether in the context of mentoring, professional relationships, or team dynamics, feedback helps individuals grow, feel recognised for their efforts, and improve their performance.



GIVING FEEDBACK

STEP 1: BE SPECIFIC

Focus on specific actions or behaviours rather than general comments. Specific feedback makes it clear what the individual did well, and it allows them to replicate that behaviour.

"You did a great job leading the team meeting today. Your clear communication and the way you encouraged everyone to share their ideas really helped the group stay engaged."

STEP 2: FOCUS ON EFFORT, NOT JUST RESULTS

"I really appreciate the effort you put into preparing for the presentation. Your thorough research was evident, and it made a real impact on the team's understanding of the topic."

STEP 3: BE TIMELY

After a successful project presentation, you could say, "I just wanted to take a moment to tell you how well you did in presenting to the client this morning. Your confidence really stood out."

STEP 4: USE POSITIVE LANGUAGE AND ACKNOWLEDGE IMPACT

Your report was well-organized and clear. I'd suggest just adding a few more data points to really strengthen your argument. Overall, it's excellent work."

"Your work on the project deadline was crucial to getting everything done on time. It really kept the team on track and showed your commitment to the project's success."

CONSTRUCTIVE NEGATIVE FEEDBACK

This feedback is about behaviour and showing confidence they can move forward.

1. "When you ... it is a concern because..."
2. What I want you to do in the future is...
3. Is there thing I can do to help?"

Review **FOUR LEVELS OF DISCIPLINE** for a more in-depth example.

RECEIVING FEEDBACK

When receiving positive feedback, it's important to handle it in a way that reinforces your growth and encourages further development.

STEP 1: WELCOME IT

"Thank you, I really appreciate that. I'm glad my efforts were able to make a difference."

"I'm disappointed that happened, let's discuss how I can get it right next time."

STEP 2: SEEK IT OUT:

"I wanted to check and review what is working and what I can improve on. When can we schedule a few minutes to have a catch up please?"

STEP 3 BE OPEN TO CHANGE

"I have always done it this way but I am interested to learn another way if it gets a better result"

STEP 4: TAKE RESPONSIBILITY

Look for what you can do and what can be improved rather than blame

Positive feedback is a powerful tool for growth and development. Giving and receiving feedback effectively is important for both mentors and mentees.



FIVE COURSES TO CONSIDER IN THE MENTORSHIP PROGRAM

1. EFFECTIVE LEADERSHIP AND COMMUNICATION

Goal: To improve interpersonal and professional communication skills, including active listening, delivering feedback, and fostering a positive dialogue.

Topics Covered: Communication styles, emotional intelligence, feedback techniques, and conflict resolution.

2. TIME MANAGEMENT & PRODUCTIVITY SKILLS

Goal: To enhance organizational and time-management abilities to achieve goals efficiently.

Topics Covered: Prioritization techniques, task management tools, creating to-do lists, overcoming procrastination.

3. LEADERSHIP DEVELOPMENT AND INFLUENCE

Goal: To develop essential leadership skills, including decision-making, motivating others, and influencing without authority.

Topics Covered: Leadership styles, strategic thinking, managing teams, ethical decision-making.

4. BUILDING EMOTIONAL INTELLIGENCE (EQ)

Goal: To increase self-awareness, self-regulation, and empathy in both personal and professional settings.

Topics Covered: Recognising emotions, managing stress, improving relationships, building resilience.

5. CAREER DEVELOPMENT

Goal: To help mentees develop a clear career path, build a professional network, and understand career advancement strategies.

Topics Covered: Personal development, accountability, mental toughness, active listening.

By the end of this mentoring program, mentees should have not only advanced their skills and knowledge in key areas but also built a solid foundation for future success through strategic goal setting, ongoing support, and continuous learning.



REFLECTION

Now that you've watched the video and completed the workbook, it's time to reflect on what you've learned from this module.

Reflecting on and reviewing information helps solidify what you've covered, supporting a deeper and more lasting understanding.

To get the most from your learning, take your time as you complete the review section.

Engage fully with each question—whether you're writing, discussing, or creating a visual summary. This process will reinforce your understanding and make it easier to apply these concepts in the future.

Please complete these questions.

What did you learn from this module?

What behaviour will you change based on learning?

How can you apply this knowledge in your role?

THE QUIZ

The quiz is available for you to review before completing your course online, or for you to complete if you're not taking the course online. **Tick the correct answer**

What is the first step when considering a mentoring relationship?

- Mentor-mentee matching ☐
- Mentor-mentee interview ☐
- Mentor-mentee selection ☐
- Mentor-mentee introduction ☐

Which mentoring meeting creates the best rapport?

- Fact to face ☐
- Online ☐
- On the phone ☐
- By email ☐

Reverse mentoring encourages what?

- What level of skill does the mentor have ☐
- Expanding perspectives and innovation ☐
- Something to do ☐
- Nothing; it is just a fad ☐

A mentor who keeps making excuses and changing the appointments is called a what?

- Casual mentor ☐
- Disinterested mentor ☐
- Drive by mentor ☐
- A boring mentor ☐

A great benefit for the mentor is?

- Showing how good they are ☐
- Personal growth ☐
- Feeling good about themselves ☐
- Takes up the day ☐

When receiving feedback, you should always?

- Keep out of the way ☐
- Listen ☐
- Give lip service ☐
- Welcome it ☐

NOTES AND QUESTIONS

Use this section for any additional thoughts or information or if you have any questions that you would like to discuss.

ABOUT US

Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following qualifications:

- Advanced Diploma of Leadership and Management
- Diploma in Automotive Management
- Diploma of Training and Education and Design
- Certificate IV in Finance and Mortgage Broking
- Certificate IV in Business Sales
- New Zealand Certificate in Marketing
- NLP Practitioner



GRAHAM TAYLOR-EDWARDS

Graham's diverse skill set quips him to empower individuals and organisations to achieve their goals