

Mentor Training:

An Identification of Training Providers who are Currently or Potentially Active.

Undertaken for LIANZA as part of the Professional Registration Scheme Project.

Report prepared by:

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The Information Workshop

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Section A. Report Process

I. Scope & Key Comments

The researcher was asked to identify those providers of mentor training to librarians who are currently or potentially active in New Zealand. This project has been undertaken between August and November 2007.

Key comments:

1. Availability of generic mentor training versus customised training.

- There are very few 'open to all' mentor training programmes in New Zealand.
- I have communicated with key providers and in every case they have indicated that they mostly work with a client to establish a mentor training programme that meets the client's needs, which vary between sectors.
- Staff of some librarians who work for local authorities, tertiary institutions etc will have had the opportunity to attend mentor training organised by their employers.
- While this report has identified key players in this area, it must be recognised that organisations have preferred suppliers for management training, and such suppliers may not promote themselves as providers of mentor training, but will develop training when requested. This list is definitely not comprehensive.

2. Definition of mentor training: coaching/mentoring, life coaching and teacher training.

- Just about every management training provider offers "coaching and mentoring" as part of their course offerings. These skills are normally bracketed together as part of the role of a manager/supervisor.
- There are many providers of training for life coaches that include mentoring as one of the skills taught.
- Courses in teaching and adult education include coaching and mentoring as one of the teaching tools.
- As these do not constitute 'pure vocational mentor training', and as it is impossible to pin down all potential suppliers, they have been excluded from this list.
- A person who has been through intensive coaching/mentoring training, life coaching training or teacher training by one of these many providers may be very well prepared to operate as a mentor in the LIANZA scheme. These need to be assessed on a case by case basis against guidelines (see below)

3. Experience being mentored as preparation for the role of mentor.

- People who have been recipients of formal business, education or life balance mentoring may be considered to have received some preparation to be mentors. Sally Angus considers experience as a mentee to be important for a successful mentor.
- In Australia, graduates of the Aurora Leadership programme are sought after as mentors in the ALIA mentor schemes, as they have themselves been in a position of being mentored, and have had the intensive leadership training.

4. Model of customised mentor training

- Most organisations develop a customised mentor training programme which includes initial training and documentation.
- If LIANZA were to commission such training for an initial group of mentors, this training package should be able to be repeated at a later date as necessary.
- The standards that are developed could be used to assess the content of other mentor training that potential mentors have done elsewhere.
- The documentation that is created should include guidelines that could be given to all mentors, providing a level of consistency regardless of who provided the initial training.
- In some models, mentors are monitored after the training – the New Zealand Institute of Management advocates a year's post-training probation whereby the mentor has to maintain records and be assessed before being accepted as a full mentor: they consider this to be part of the mentor's professional development.

2. Data Gathering Process

- Websites of providers
 - Several internet search engines and a range of directories including the NZQA training provider website, Chambers of Commerce training directory and the yellow pages online were used to identify potential providers of mentor training throughout New Zealand. The websites of each of the many hundreds of potential providers were examined and where there was any suggestion that they might provide suitable training, email or phone contact was made.
- Tertiary providers
 - The course enquiries section or business school where available of all universities and polytechnics in New Zealand were approached directly via email or webform. Most replied to my enquiry, very few offer suitable training.
- Personal recommendations
 - During the course of the project I 'asked around' colleagues in different parts of the country for suggestions about potential providers. One regional supplier was identified in this manner, which suggests there will be others that have not been identified.
- ALIA Professional Development Office
 - I spoke with Karen Mills, the recently appointed ALIA Professional Development Manager, in Sydney. Karen reported that there is no national coordination of mentoring programmes, but rather they are run at a state level. She also reported that as far as she was aware, very little mentoring was actually occurring, and that she had not heard of any ALIA-run mentor training. She said that she would be interesting in keeping in touch with LIANZA about this and other CPD issues. Karen's email is karen.mills@alia.org.au
- Websites of other library professional associations
 - Canadian Library Association has a link to mentoring resources but no details could be found about becoming a mentor:
<http://www.cla.ca/AM/Template.cfm?Section=Mentoring>
 - ALIA <http://alia.org.au/education/pd/mentoring/> (includes a link to state programmes): any training that is done is at local level.
 - ALA appears to not require specific mentor training:
<http://www.ala.org/ala/nmrt/comm/careerpilot.htm>
 - CILIP runs a one day mentor training scheme in locations around the UK which mentors must attend.
<http://www.cilip.org.uk/qualificationschartership/FrameworkofQualifications/mentor/>
- Data gathered in the informal survey of current and potential CPD providers that I submitted to LIANZA in March 2007.
 - This data was reviewed to see if mentor training appeared in any of the responses.

Section B: Providers

1. SPECIALIST MENTOR TRAINING PROVIDERS

These organisations advertise themselves as providers of mentor training. I have corresponded with each of them and provide additional details about what they offer in terms of general access courses and customised programmes. Where NZQA approved courses are offered, this is noted. These providers are located throughout the country.

Achieve Group

Provide in-house mentor training, including for professional associations. Bryan Royds assisted HRINZ, NZIM and NZATD with the establishment of their mentor programmes.

Bryan Royds
P O Box 44299,
Lower Hutt 5040
New Zealand

04 566 7879
027 532 3464 (027 LEADING)
bryan@achievegroup.co.nz
www.achievegroup.co.nz

Global Resonance

We specialise in all aspects of Coaching and Mentoring including Individual Coaching and Mentoring, Supervision of Coaches and Mentors, Team Coaching & Mentoring and we provide tailor made Coaching & Mentoring Training Programmes for organisations. Our next Certificate Course starts in March 2008 and we also run 2 day short courses in Coaching and Mentoring at the University of Auckland Business School.

Our public coaching and mentoring certificate and short courses are for anyone wanting to develop coaching and mentoring within their role at work or are wanting to become professional coaches and mentors outside organisations.

Our in-house programmes and courses address Coaching & Mentoring for Leaders (team leaders, line managers, directors etc) developing their staff, teams or others within the organisation and peer coaching and mentoring.

Details about specific mentoring programmes are at:
<http://www.globalresonance.com/services/index.htm>

Nicola Campbell
Associate Director
Global Resonance
P.O. Box 91374

Auckland Mail Centre
021 2644 392
nicolacampbell@xtra.co.nz / info-nz@globalresonance.com
www.globalresonance.com

Leading Edge Foundation

Leading Edge Foundation provides a NZQA qualification in Mentoring and Coaching and have over 100 students and other graduates in our programmes to gain Level 6 qualifications. I have a team of mentors who would be available to assist in any way we can.

Courses offered: <http://www.leadingedge.org.nz/web/pageID/2145824624/index.asp>

- Diploma in Life Coaching (NZQA) Level 6 120 Credits
- Diploma in Career Coaching (NZQA) Level 6 120 Credits
- Diploma in Life and Career Coaching (NZQA) Level 6 180 credits
- Diploma in Work Life Coaching (NZQA) Level 6 120 Credits
- Diploma in Coaching and Mentoring Supervision (NZQA) Level 6 120 Credits

Diploma in Coaching and Mentoring Supervision [details from NZQA Website]

Number	109933
Subject/Classification	Counselling
Organisation	Leading Edge Foundation
Qualification type	Diploma
Level	6
Credit	121
Entry requirements	Applicants must be able to demonstrate professional training as a coach or mentor and two years professional coaching or mentoring clinical practice.
Outcome statement	Upon the completion of the course, a student will have developed skills so that they can engage in a supervisory relationship so that another coach or

mentor becomes an ethical and safe practitioner.

Qualification developer

Leading Edge Foundation

Quality assurance body

Approvals Accreditation and Audit

Content

The content of the course includes analysis of professional practice in relation to coaching and mentoring supervision, exploring key functions, models, theories and issues. There is an emphasis on supervision practice in a number of modalities and contexts. Students take part in different types of group and individual coaching supervision and have opportunities to improve your own supervision performance.

We also offer mentoring workshops for groups of people who find themselves in a mentoring capacity. I would be only too happy to supply you with whatever information you would like.

Margaret Wood

Director

Leading Edge Foundation

340 Te Rapa Road

Te Rapa

Hamilton

(07) 849 7499

marg@leadingedge.org.nz

<http://www.leadingedge.org.nz/>

New Zealand Institute of Management

Customisable mentor training programmes undertaken for many business and public sector groups nationwide, including New Zealand Police, Westpac and Transpower.

In 2006, NZIM introduced a series of new Mentoring Packages available for organisations. The packages can be provided as one of several options:

A. Full package involving the training of internal mentors, the use of external mentors, or a mixture of both. NZIM is responsible for matching the mentors and the protégé, administration and evaluation of the programme.

B. NZIM will train the internal mentors and protégés, and carry out the matching only. The organisation would administer the programme itself.

C. NZIM would train only a group of internal mentors and protégé. The organisation would do the matching and administration of the programme.

Training programme includes training mentees in a half day session, and training Mentors in a full day session. They recommend training the mentor, allowing them to mentor for 12 months, evaluating and then registering the mentor.

Scope of briefing for Protégés; (half day workshop)

- What is a Mentor and why have one?
- Ideal skills and characteristics of a Mentor
- Differences between mentoring, coaching and counselling
- Outline of the mentoring programme
- Putting together a Mentoring Plan
- Maximizing a mentoring session
- What to do if you have problems

Scope of Mentors Workshop; (full day workshop)

- Defining mentoring
- Mentoring boundaries
- The needs of the Protégés
- Listening skills and questioning skills
- Giving advice and effective feedback
- Characteristics of a good mentoring relationship
- What to do if you have problems
- Overview of a Mentoring Programme

Contact David Brown
Manager NZIM Mentoring Programme
04 235 6570
david_brown@central.nzim.co.nz

New Zealand Mentoring Centre

Considered by people in the field to be the leader of mentor training in NZ. Offers consultancy in how to set up a mentoring scheme, and a range of mentoring training courses (see below). Courses offered publicly in Auckland and Wellington + can be scheduled as needed by clients. Clients include tertiary, local government, business and health sector clients. 2007 brochure is at:

<http://www.mentorcentre.co.nz/pdfs/brochureNZMC07.pdf> .

Courses:

- Making the Most of Mentoring: introductory workshop for mentoring programmes (2 hour workshop \$95)
- The Mentor's Toolbox: Developing effective mentoring relationships (1 day \$495+GST)
- The Managerial Mentor: Coaching and mentoring staff for successful performance (4 hours \$375+GST)
- The Power of Peer Mentoring : - A team based approach to mentoring and coaching (1 day \$495+GST)
- Talking Performance: face to face conversations with staff (1 day \$495+GST)
- Professional Mentoring & Supervision Skills: certificated course (5 days POA)

Wendy Baker
New Zealand Mentoring Centre Ltd
PO Box 106 415
Downtown Auckland
New Zealand
09 303 4117
021 613 105

wendy@mentorcentre.co.nz

www.mentorcentre.co.nz

Team One Corporate Development Ltd

Offer mentor teaching customised to client needs. Directors are sports personalities Tawera Nikau and Eric Rush.

P.O. Box 40-814
Glenfield
North Shore City 0747

0800 832 666

admin@teamone.co.nz

<http://www.teamone.co.nz>

Unitec

Certificate in Maori Mentor Training (NZQA - Level 4). No longer offered, but may have been completed by potential mentors.

University of Auckland Graduate School of Enterprise Short Courses

Offers a 2 day Coaching and mentoring course run by Anouk Graav (\$1,895.00 + GST)
<http://www.shortcourses.ac.nz/courses/70/>. In past years has run similar workshops.

The Business School

1 Short Street

Auckland City

0800 800 875

shortcourses@auckland.ac.nz

Weltec

Centre for Workforce Development: Offers a range of training in mentoring although details on the website are non-specific. Could develop customised programmes.

Wellington Institute of Technology

Buick Street, Petone

WELLINGTON, NZ

Debbie Martindale

Manager, Business Relations

04 9202 414

debbie.martindale@weltec.ac.nz

<http://www.cit.ac.nz/smartbusiness/coaching.htm>

2. TRAINERS WHO CAN OFFER MENTOR TRAINING

These are trainers who, although they do not specialise in Mentor training, have experience in this area through customised programmes for organisations: they have been identified by personal reference and through my approaches to tertiary institutes.

Please note that this list is not exhaustive, as most management trainers would consider themselves able to develop such a programme if asked.

Babcock Coaching & Training

PO Box 11354

Wellington

New Zealand

04 971-4099

info@babcock.co.nz

www.babcock.co.nz

Dr Jerry Hoffman

Academic Coordinator - Postgraduate Diploma in Business Enterprise/Learning Assistance Tutor

Southern Institute of Technology

Private Bag 90114

Invercargill

Ph 03 2182599 (main switchboard)

jerry.hoffman@sit.ac.nz

Sally Angus

Pinpoint Ltd

Box 201

Cromwell, 9191

sally@sallyangus.co.nz

www.sallyangus.co.nz

0274 479 338 or (03) 445 3385

3. LIBRARY TRAINING PROVIDERS

No direct mentor training has been identified but these are the most relevant courses found.

Aurora Leadership Institute

Annual intensive 5 day leadership training for Australasian information professionals in the early stages of their careers. Includes mentoring and is considered by some ALIA State Mentor schemes to be good preparation for mentors.

<http://www.alia.org.au/aurora/aurora.html>

CAVAL

CAVAL offers one course that explicitly mentions coaching and mentoring in the context of leadership, and three others that teach leadership in various formats.

Leading in Libraries: A Leadership Program for Libraries and Information Services

http://training.caval.edu.au/pdt/show_course.php?CID=227

A two day workshop run by Adam Le Good from Fundamental Training and Development Pty. Ltd <http://www.ftd.com.au/> which includes as one of its topics 'coaching, counselling and mentoring'. Adam may be a possible provider of customised training, although there are New Zealand trainers who are just as experienced.

Other courses offered by CAVAL that deal with leadership issues but do not explicitly mention mentor training are:

Stepping up to Supervision: A Program for Libraries and Information Services

(2 days, Adam Le Good)

http://training.caval.edu.au/pdt/show_course.php?CID=228

Personal Leadership Development

(1 day, Richard Sayers)

http://training.caval.edu.au/pdt/show_course.php?CID=125

Library IT: Leadership Perspectives and Strategies

(1 day, May Chang)

http://training.caval.edu.au/pdt/show_course.php?CID=281

4. OTHER

Competency International

Liz Bowen-Clewley has worked with a number of professional associations to help establish competencies as part of professional registration schemes. Her website mentions mentor training, which caused me to enquire further about what she can offer. She may be a resource that LIANZA would find useful in establishing competencies for the mentor programme.

Liz Bowen-Clewley
PO Box 50 764
Porirua
New Zealand
0 4 233 6363
21 620 125
liz@cil.co.nz
<http://www.cil.co.nz/>