

KEY

Icons to be developed by Designer / DTP

@ knowledge

On-line knowledge test that could be done before, during or after contact session.

@ reflection

On-line self-assessment that involves reflection / review questions.

@ support

On-line forum for the support of learners and / or workplace supervisors. Could be led by PALAMA facilitators and / or self-directed.



Email contact that informs, provides links to relevant information, reminds CIP participants and / or workplace supervisors and mentors.

@ activity

On-line activity that could be done before or after contact session.

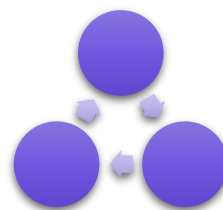
@ on-line

On-line registration, access to content, videoclips etc.



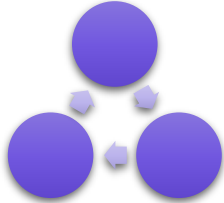
Text messages that that informs, provides links to relevant information, reminds CIP participants and / or workplace supervisors and mentors and / or guides reflection or prompts action.

Knowledge Exchange



Face-to-face contact with other workplace supervisors and / or learners in order develop understanding, exchange ideas to support transfer of learning and own development

Peer Exchange



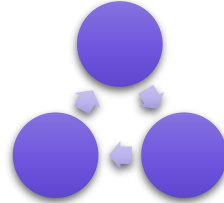
Face-to-face contact with other workplace supervisors in order to get support, develop understanding, exchange ideas to support transfer of learning and own development using peer exchange methodology.



Process & Projection Activities

In contact facilitation of process and projective techniques to develop understanding and reflect with other workplace supervisors / mentors.

Check-in Exchange

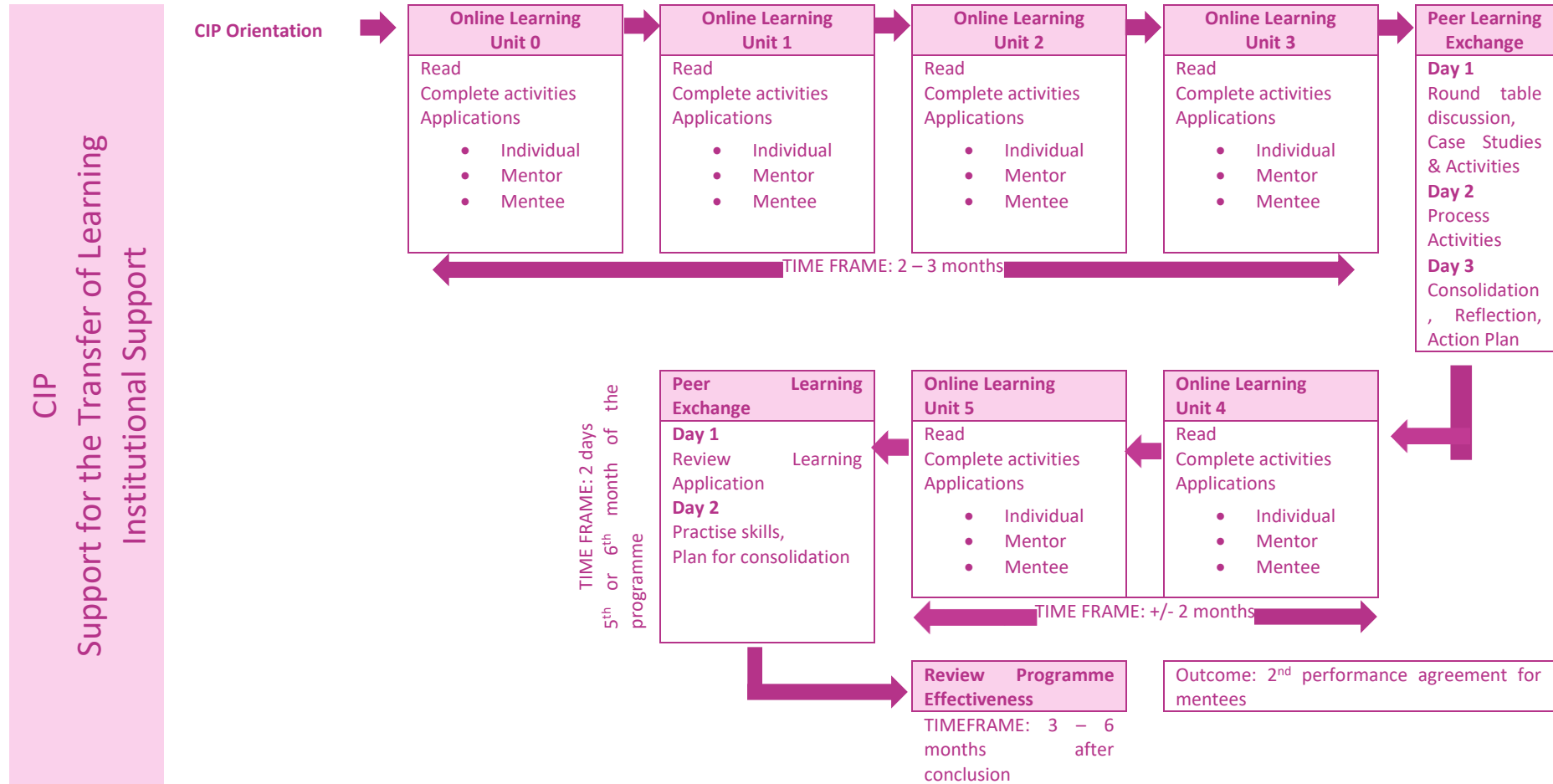


Face-to-face or on-line check-in between facilitator and workplace supervisors to support development.



Public Service Announcements to share information with public.

Mentoring Skills for Supervisors Programme Roll-out



3 What to avoid

| Approach to avoid – do not: | Questions to avoid – do not say: |
|---|---|
| Arrive at the meeting flustered, hurried or agitated. | “I asked you to do this last time and you have not done what I asked.” |
| Rush through the meeting, looking at your watch. | “This is not what I want from you. Do it again. I will check it next time.” |
| Talk ‘at’ the mentee | “I am upset about your failure to complete the tasks we agreed upon.” |

Process Activity 9



Activity: In pairs, practise switching negative, critical feedback to a more positive type of feedback which is developmental in nature.

Purpose: To enable mentors to practise feedback skills.