**EPSRC Inclusion Matters**

**Mentoring Skills**

In the next two videos we look at mentoring skills.

Question:

1. What do you think the core skills required to be an effective mentor are?

Take two minutes to consider your response to this question.

We then offer six core skills around listening, questioning, non-verbal communication, affirmation, eliciting change talk and summarising for change.

**Listening**

There are 3 core levels to listening: inner chatter, active listening, 360 listening (which includes non-verbal aspects of communication)

1. Internal listening

focus on the self, what am I going to say next? How am I going to respond? What am I having for tea tonight? Not focussed on the other.

2. Active listening

focus on the other person, paying attention to what they are saying, empathic, absence of inner mind chatter. Not focussed on our own thoughts. This takes energy.

3. Global listening

360°listening, intuitive, noticing everything that is around you, including non-verbal. Being able to read the situation and differences in posture and language.

**Questioning**

See Mentoring Handbook / Guide to support your repartee of questions. Finding new questions help find new answers.

**Non-verbal communication**

Body language, how people sit, breathe, look – bearing in mind different cultural expectations. Hearing what is said and what is not said. Are we picking up on different signals?

**Affirmation**

Giving people the right and acceptance of being where they are and who they are. Affirming people as individuals. This is important as shared characteristics and shared interests mentoring might be based on some identity related issue, such as, not seeing a path in academia due to lack of visibility of their shared characteristic. So there is a need to give people a safe space to affirm who they are.

**Eliciting change talk**

Identifying the gap between where the mentee is and where they want to be. This needs to be an active process around the new things that need to be learnt, the new habits that need to be started and the new approaches we need to start taking.

Key questions:

* How are WE going to do things differently?
* What is the transformation in ourselves that needs to happen?

**Summarising for change**

Feedback channel relevant for effective communication to make the change happen.

**Silence**

One of the key aspects that is often missed is silence.

The police, military interrogators (and Inspection regimes such as Ofsted) use silence very effectively. This is because people feel a need to fill the holes in the conversation and often they will then bring out the critical bit of information.

Using the power of silence. Try this out.

* Ask a question.
* Wait and listen.
* Wait and listen.
* Wait and listen some more.

Leave people with silence, often the real issues will arise. This is a powerful mechanism for drawing out key issues.

**Push / Pull Spectrum**

This refers back to the directed / non-directed continuum mentioned in the section on ‘Mentoring – what is it?’ where the priority is to tip people over into the pull section where gravity takes over and people start taking ownership and responsibility for their own decisions and future direction.