

## Mentoring

# Communication strategies.

Good communication between the mentor and mentee throughout the relationship is really important. This table covers the stages of a typical mentoring relationship, as well as communication tips for building trust and overcoming any difficulties you might face at each stage.

STAGE 1	STAGE 2	STAGE 3	STAGE 4
<b>Beginning of the Match</b>	<b>Challenging and Testing</b>	<b>‘Real’ Mentoring</b>	<b>Ending</b>
<b>Characteristics</b> Getting to know each other: <ul style="list-style-type: none"> <li>• The first impressions</li> <li>• Trying to see the positive in the relationship</li> <li>• Bonding</li> </ul>	<b>Characteristics</b> Mentee challenges: <ul style="list-style-type: none"> <li>• Testing phase</li> <li>• Rethinking first impressions</li> <li>• Difficult feelings or emotions may surface</li> </ul>	<b>Characteristics</b> The relationship begins feeling right again: <ul style="list-style-type: none"> <li>• Trust is established</li> <li>• Growth in the mentee can be observed</li> <li>• A deeper bond and connection has been formed</li> </ul>	<b>Characteristics</b> Preparing for closure: <ul style="list-style-type: none"> <li>• Relationship may become deeper or mentee may start pulling away</li> <li>• Reflection</li> </ul>
<b>Effective Communication</b> <ul style="list-style-type: none"> <li>• Ask open-ended questions and use prompts to get your mentee talking</li> <li>• Use body language that is open and not guarded</li> <li>• Active listening</li> <li>• Demonstrate empathy</li> <li>• Avoid ‘prescriptive’ communication (telling someone what to do)</li> <li>• Speak with language that you feel comfortable with</li> <li>• Don’t be afraid of silence</li> </ul>	<b>Effective Communication</b> <ul style="list-style-type: none"> <li>• Be consistent in your communication, even if it’s difficult</li> <li>• Demonstrate respect</li> <li>• Build problem-solving techniques into your open-ended questions</li> <li>• Raise sensitive issues at the beginning of your interactions</li> <li>• Make sure to separate behaviours from who the mentee is</li> <li>• Disclosure of personal feelings and experiences when appropriate</li> </ul>	<b>Effective Communication</b> <ul style="list-style-type: none"> <li>• Continue with disclosures when appropriate</li> <li>• Avoid advising, and allow young people to actively problem solve</li> <li>• Build off your knowledge of your mentee’s strengths to foster deeper discussions</li> <li>• Give positive feedback and don’t be afraid to let your mentee know when something has hurt you</li> </ul>	<b>Effective Communication</b> <ul style="list-style-type: none"> <li>• Find common language to sum up your feelings</li> <li>• Provide feedback that describes growth that you observed</li> <li>• Be prepared to listen and affirm fears that your mentee may have</li> </ul>

