

Become an Effective Mentor

Overview

When working with clients, your role is not only ensuring they attend appointments and supplying employment-based resources, in some cases you are actually seen as a mentor; a person they can look up to for guidance and advice that motivates them to achieve their goals. In these cases, it's important to understand your role and develop the skills needed to support your clients in the most effective way possible.

This workshop aims to provide you with the skills to understand the role of a mentor and provide tools to enhance engagement with clients. The training focuses on Emotional Intelligence tools such as communication, rapport and the Model of the World philosophy to build on your existing support skills.

Course content

- Define what it means to be a mentor
- Gain tools to develop confident clients
- Understand what drives your clients by stepping into their Model of the World
- Build a deeper understanding of rapport and how to build strong mentor/client relationships
- Understand the power of great communication and rapport building to gain positive influence with your clients
- Gain a practical understanding of the GROW Model of coaching and how to use it in your role as a mentor

Who's it for

Frontline staff and consultants working with employers and job seekers.

Options

Time: 2 hours to a full day
Delivery: Easily tailored to suit
(In-house workshop, webinar, group delivery or individual coaching)



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