Mentoring and Museums Conference

Salisbury
February 2016

#MuseumMentoring

Purpose of the day

- Refresh your mentoring skills;
- Network with other mentors, learn together, exchanging good practice and sharing some of the challenging aspects of the role;
- Find out more about the range of opportunities to use your mentoring skills in the museums sector.

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Who's here?

Accreditation	HLF Catalyst: Inspiring a Culture of Philanthropy	South West Sustainability Programme
Associateship of the Museums Association	Museum Development Officers	Who else?

Making the most of the day

- Safety information
- Tea and tiddle
- Confidentiality
- Mobile devices
- Networking
- Planning to apply the learning: your next steps, support you'll need

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Morning timetable

10.45 Introduction

11.00 Telephone mentoring

11.30 Using tools and frameworks

12.45 Review of the morning

1.00 Lunch

Afternoon timetable

2.00 Breakouts:
- Understanding finances and fundraising tools
- Mentoring a team, group or organisation
- Top eips on engaging employers
- Out of sight, out of mind – getting to grips with documentation

2.45 Consolidation and action planning

3.00 Close – followed by optional Accreditation 1:1s

Core sessions:
Telephone mentoring
Using tools and frameworks

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Cultural Partnerships Officer, South East
Museum Development Programme

Telephone mentoring

The Telephone Game

- I have a statement that I am going to whisper into the first person's ear.
- S/he is going to whisper the statement into the second person's ear... And so on.
- A person can only say the statement once. Whatever you hear, pass along the statement the best you can to the next person.

Mentoring by phone: how is it different?

Potential advantages? Potential drawbacks?

Mentoring by phone: how can we make it work?

Top tips: before

- Build rapport face-to-face first
- Establish mentee readiness to work this way
- Telephone? Video call?
- Clarity about time/method – confirm by email/SMS - reconfirm
- Make sure technology works at both ends
- Support mentee preparation e.g. achievements and challenges since last session, goal setting
- Limit distractions (e.g. tea/tiddle/tech/toddlers)

Top tips: during

- Structure the conversation (e.g. GROW)
- Check understanding frequently (clarify, paraphrase)
- Demonstrate interest and empathy
- Use prompts to replace non-verbal cues (e.g. 'how did you feel about that?')
- Use breaks/silence
- Follow up

Give 'em a bit of verbal

I'll be here till 3:00.	Where would you like to begin?	Tell me about it.	Please go over that bit again for me.
When did this happen?	As I understand it ….	Let's take a couple of quiet minutes	Go on.
Um Humm.	Your voice sounds shaky when you talk	And then?	What are your options now?

Top tips: after

- Follow up
- Get feedback on process
- Encourage mentee to document and share decisions/actions
- Confirm next interaction
- Take action to improve

Resources

- 'Coaching & Mentoring' by Eric Parsloe & Monika Wray
- 'The Telephone Skills Pocketbook' by May Richards and Phil Hailstone
- 'Long Distance Mentoring' by Larry Ambrose https://www.ache.org/newclub/career/MentorArticles/LongDistance.cfm
- 'Medical Mentoring on the Telephone' by Susan Kersley http://careers.bmj.com/careers/advice/view-article.html?id=1483
- 'Distance Mentoring' Academy of Medical Sciences *https://www.acmedsci.ac.uk/download.php?f=file&i=32624*

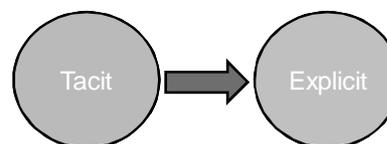## Using tools and frameworks in mentoring

What tools and frameworks have you used in your mentoring?

Why use tools and frameworks?

- Structure discussion
- Expand thinking
- Share responsibility
- Ground practice in theory
- Empower mentee with tools they can use without you

Tacit → Explicit

EMCC competences

- **Foundation**
- **Practitioner** 'will typically be able to apply a limited range of models, tools and processes'
- **Senior Practitioner** 'can draw on a range of models and frameworks'
- **Master Practitioner** 'will create their own coherent approach drawing on a wide range of models and frameworks'

Practice in using frameworks

- In pairs/threes (mentor/mentee/observer)
- Select a tool that at least one of you (mentor) is familiar with and can be used to explore the Bugsley Military Museum case study
- Mentee is Sam, Bugsley curator
- Have a mentoring conversation, using the tool

Resources

Your own scheme's resources and…
- 'Tools for Success' by Suzanne Turner
- 'Techniques for Coaching and Mentoring' by David Meggison and David Clutterbuck
- 'The Essential Management Toolbox: Tools, Models and Notes for Managers and Consultants' by Simon Burtonshaw-Gunn
- 'What Colour Is Your Parachute?: A Practical Manual for Job-Hunters and Career-Changers' by Richard Bolles
- 'The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change' by Steven Covey
- 'Coaching For Performance: Growing People, Performance and Purpose' by Sir John Whitmore
- 'Accreditation Mentor Handbook' from Arts Council England

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Afternoon plan

2.00 Breakouts:

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2.45 Refreshments, consolidation and action planning

3.00 Close – optional Accreditation 1:1s

LinkedIn community

- South of England Mentoring and Museums
- Free to join online discussion group
- Invitation only, moderated by Lucy, Liz and Romilly
- For South of England museum mentors
- Give and get help, share resources, network

Reflecting, consolidating…

My key learning

A contact I'll follow up

My next steps

And please complete your feedback form!

Thanks for taking part!