

# GUIDANCE AND MENTORING PROGRAM



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TRAINING CENTER



## Introduction

Guidance and Mentoring Program develops the capability to guide, support, and grow others through structured mentoring relationships. Mentoring works when it has purpose, structure, and skill; it fails when it becomes informal advice-giving that neither side can measure. This Guidance and Mentoring Program Training Course builds the practical craft that makes mentoring effective in organisations. Participants examine mentoring models, relationship contracting, questioning and listening skills, development planning, and ethical boundaries.

## Guidance and Mentoring Program Course Objectives

- Distinguish mentoring from coaching, counselling, and managing.
- Design mentoring programmes with clear purpose and structure.
- Build mentoring agreements with goals, boundaries, and review points.
- Apply the GROW model and the mentoring cycle to sessions.
- Use powerful questioning and deep listening to raise mentee insight.
- Apply the SBI model to constructive feedback in mentoring.
- Build development plans with actions, owners, and timelines.
- Support career conversations, transitions, and stretch assignments.
- Manage difficult mentoring situations and ethical boundaries.
- Measure mentoring outcomes with practical indicators.

## Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops with live mentoring demonstrations.
- Triad practice: mentor, mentee, and observer with structured feedback.
- Case studies of effective and failing mentoring relationships.

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- Role-play of contracting, difficult conversations, and reviews.
- Group exercises on programme design and matching.
- Action planning that converts each technique into a mentoring practice.

## Who Should Take This Course

- Mentors and mentees in formal programmes.
- HR and talent development professionals.
- Learning and development managers.
- Line managers supporting staff development.
- Senior professionals guiding junior colleagues.
- Programme coordinators running mentoring schemes.

## Guidance and Mentoring Program Course Outlines

### Day 1: Foundations of Mentoring

- Defining mentoring and its different forms.
- Distinguishing mentoring, coaching, counselling, and managing.
- Understanding the benefits for mentor, mentee, and organisation.
- Reviewing mentoring models and the mentoring cycle.
- Identifying your own mentoring style and assumptions.
- Understanding ethics, confidentiality, and boundaries.
- Assessing your current mentoring strengths and gaps.

### Day 2: Programme Design and Matching

- Designing mentoring programmes with clear objectives.



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- Building selection criteria for mentors and mentees.
- Matching participants by goals, function, and preference.
- Establishing programme governance and coordinator roles.
- Building resources, toolkits, and session guides.
- Managing programme logistics, duration, and review cycles.
- Designing a mentoring programme outline.

## Day 3: Contracting and Mentoring Conversations

- Building mentoring agreements with goals and boundaries.
- Structuring a session from opening to commitment.
- Applying the GROW model to mentoring conversations.
- Using powerful questioning and advanced listening.
- Setting expectations and agreeing meeting frequency.
- Managing confidentiality and record-keeping.
- Practising a mentoring session in triad practice.

## Day 4: Development Planning and Feedback

- Building development plans with clear actions and timelines.
- Applying the SBI model to feedback in mentoring.
- Supporting career conversations and transitions.
- Using stretch assignments and shadowing.
- Applying the Johari Window to self-awareness work.
- Handling motivation dips and setbacks.
- Designing a development plan with a mentee.





## Day 5: Difficult Situations, Ethics, and Evaluation

- Managing dependency, disengagement, and mismatched pairs.
- Handling ethical dilemmas and referral boundaries.
- Recognizing wellbeing concerns beyond mentoring scope.
- Reviewing programme outcomes with practical indicators.
- Gathering feedback from mentors and mentees.
- Sustaining mentoring culture in the organisation.
- Finalizing a personal mentoring practice action plan.

## Conclusion

By successfully completing Guidance and Mentoring Program, participants will have acquired practical knowledge of mentoring models, programme design, relationship contracting, mentoring conversations, development planning, and evaluation. They will have gained skills in mentoring conversation facilitation, programme design and participant matching, development planning and feedback delivery, and ethical mentoring practice with evaluation, plus a personal action plan. Gentex Training Center designed this program to help organisations grow people through structured mentoring.

## FAQs

### Q1 What is the "Guidance and Mentoring Program" course about?

It develops the skills to guide and develop others through structured mentoring. Participants study mentoring models, programme design, relationship contracting, mentoring conversations, development planning, feedback, and programme evaluation.



## Q2 What are the key benefits of the "Guidance and Mentoring Program" course?

Participants gain a structured mentoring method, more confident mentoring conversations, and clearer development outcomes. Organisations also improve knowledge transfer, accelerate development of junior staff, strengthen engagement, and run mentoring programmes that produce measurable results.

## Q3 What skills will I gain from the "Guidance and Mentoring Program" course?

You will develop four core skills: mentoring conversation facilitation, mentoring programme design and participant matching, development planning and feedback delivery, and ethical mentoring practice with programme evaluation.

## Q4 What tools, methods, or standards are covered in the "Guidance and Mentoring Program" course?

The course covers the mentoring cycle, the GROW model, the SBI feedback model, the Johari Window, powerful questioning and advanced listening techniques, mentoring agreements and contracting frameworks, development planning templates, and programme evaluation indicators.



## Q5 How is the "Guidance and Mentoring Program" course applied in real-world practice?

Participants apply the methods to live mentoring tasks, such as contracting with a mentee, running a mentoring session, building a development plan, giving feedback on a missed commitment, and reviewing programme outcomes. Each module ends with an action commitment, so learning transfers directly into mentoring practice.