

NTPS Aboriginal Employee Mentor Program

Mentee Workbook

positive
feedback
difference
community
traditions
journey
nations
customs
silence
respect
communication
future potential
sorry business

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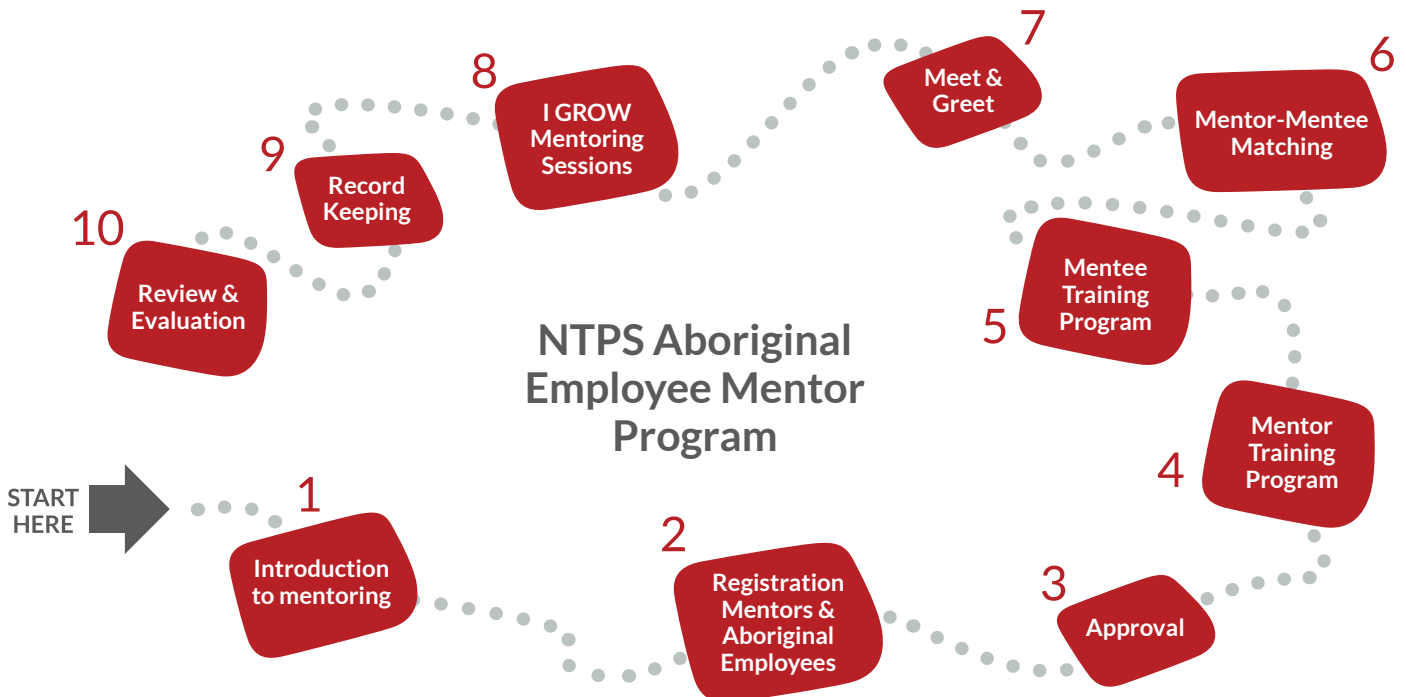
Using this Workbook

The **Mentee Workbook** provides practical challenges to understand and experience mentoring.

We will walk through the Mentoring Journey and complete challenges along the way in a one day workshop.

Mentoring Journey

The journey begins with an introduction to mentoring and takes a track that stops at meeting places along the way to enable Aboriginal employees to grow through the support of trusted guides or mentors.





Challenge 1 VIPS Personal Profile

Provide Handout



List your top three Values, Interests, Personality and Skills using the VIPS Profile (refer to appendix in Resource Book).

Values

1. _____
2. _____
3. _____

Interests

1. _____
2. _____
3. _____

Personality

1. _____
2. _____
3. _____

Skills

1. _____
2. _____
3. _____



Divide into pairs, get to know each other – speed introduction to the group.

60 secs each person!

Tell us their NAME, AGENCY , JOB ROLE

Highlight some of their Values, Interests, Personality and Skills

This space is for notes on person you will introduce

Matching People to Roles



Challenge 2 Matching people to support you in life and work



Select from the following people, match to the situations below and outline what their role is:

Coach Elder Manager Mentor Uncle/Aunty Counsellor Trainer

Situation	Who would you talk to?	What is their role?
You have a Performance Review		
You need support in implementing a project		
You would like to learn new skills at work		
You are having personal problems		
Need someone to look after your kids		
Want to achieve your goals and progress in your career		
Problems in the community		

What makes a great Mentor?



Challenge 3 What are some of the skills of a great mentor for Aboriginal employees?



List some of the skills of a great mentor for Aboriginal employees?

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Differences between a Mentor and a Coach



Challenge 4 What is the difference between a Mentor and a Coach



A Mentor	A Coach

Why do Mentoring?



Challenge 5 Benefits of Mentoring



Divide into three groups and allocate 'Employee', 'My Family' and 'My Community' to each table. Quickly brainstorm benefits (five minutes).

Each group to share findings.

Employee	
My family	
Community	

Cross-Cultural Mentoring

It is important to understand that all cultures have law / lore, language, land, kinship and obligations. The terms used in the NTPS may be different yet the fundamental nature of a 'culture' is the same. The respect given to Aboriginal cultural lore, language, land, kinship and obligations needs to be acknowledged and valued by mentors. The NTPS depends on parallel 'cultural norms, obligations and practices'. The foundations of culture apply to working in the NTPS and also to the provision of services and engagement with Aboriginal communities.



Challenge 6a International Maps

	Cultural Dimensions	Western cultures (Australian)	Indigenous cultures
1.	Individual v Collective		
2.	Time v Relationships		
3.	Direct v Indirect		
4.	Gender Equality v Gender Roles		



Challenge 6b Compare similarities and differences

Aboriginal culture	NTPS culture
<p>Lore</p> <p>'The values that shape me in this space'</p> <p>The lores of my people, the way we live with each other, our lands and our waters, don't be greedy, be equitable and honourable.</p>	<p>Law</p>

Language**'The way I communicate in this space'**

It's more than words, body language, mannerisms and spoken language, unique communication style.

"Aboriginal groups continue to speak ancestral languages and follow traditional cultural practices, including traditional forms of negotiation and agreement..."

Remote Engagement and Coordination Strategy

"It is not about more consultations but about listening to what the true message is. What is wanted is quality meetings that people act on."

Gunbalanya community member 2010

Land**'My connection to place'**

My land is my home, where I belong, where my ancestors are from, that's my connection to country.

Kinship	
<p>‘My connection to people’</p> <p>My kinship connections run deep, like my connection to country, we are the same, we cannot separate our people from our country and they are the same thing.</p> <p>A huge strength of Aboriginal employees in the NTPS is their ‘kinship connections’ with clients and fellow Aboriginal employees.</p> <p>The term ‘client-centric’ is a natural way for Aboriginal employees to connect at a deeper level of understanding.</p>	
Obligations	
<p>Obligations, ceremony and tradition is in everything, they shape who we are as Aboriginal people, they make us unique in the way it requires us to be in certain times, my ceremony and tradition will always guide me.</p>	



Find me a Mentor



Challenge 7 Find me a Mentor - Matching Questionnaire

Personal Details			
AGS Number		Classification	
First Name*			
Surname*			
Date of Birth*		Gender*	<input type="checkbox"/> Male <input type="checkbox"/> Female
Position Title*			
Agency*			
Location*	<input type="checkbox"/> Darwin <input type="checkbox"/> Katherine <input type="checkbox"/> Alice Springs <input type="checkbox"/> Other, please specify:		
Email*			
Telephone*		Mobile	
Mentee Information			
How long have you been in the NTPS?			
Have you previously been involved as a mentee in a mentoring program?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are you able to commit the necessary time, meeting with your mentor (at least once per month)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Unsure (discuss with AECD)		
What would you like to achieve from participating in the Mentor Program? (List top three)			
1.			
2.			
3.			
What do you consider to be the most important qualities in a potential mentor?			
What personal and/or professional goals do you have that the mentor may assist you with?			

Mentor Preference

Have you already identified someone to be your potential mentor? Yes No

If yes, please list your preferred mentor:

Name: _____ Agency: _____

Phone: _____ Email: _____

If no, would you prefer a mentor who is:

- in the same geographic location as you? Yes No No preference
- in the same agency as you? Yes No No preference
- male or female? male female No preference
- at a higher classification than you? Yes No No preference
- Aboriginal? Yes No No preference

What else would you like us to consider for the mentor matching process? (e.g. preference in mentor's experience / qualifications etc.)

(This area is intentionally left blank for the mentee to provide additional preferences or information.)

Thank you for taking the time to complete the questionnaire. This is used to help us match you with an appropriate mentor.

How to Mentor others



Challenge 8 Listening and questioning techniques



The best way to understand mentoring is to be a mentor e.g. mentor someone at work or a niece or nephew in the community

List some different types of questions you may ask them

Type of Question	Example (at least one for each type of question)
General open or closed	
Open	
Closed	
Clarifying	

Demonstrate listening techniques



Instructions

- 1 Divide into two equal groups – listeners and talkers.
- 2 Talkers will need to talk enthusiastically for two minutes about something they are passionate about (e.g. interest, hobby, sport, social issue, family).



3 All talkers to leave the room for five minutes to prepare their talk.

Space for notes:



4 Talkers to return to the room. Commence activity – talkers talk for two minutes on chosen topic.



5 Facilitator to stop group and reflect on experience.

Space for notes:



6 Discuss and list – what tips do you think are most important to build trust in a relationship?

Space for notes:



Challenge 9 Mentoring situations



How would you respond to the following situations as a Mentee and as a Mentor?

Situation 1

Discrimination

There have been a few situations where things have been said that I have taken offense to, but I don't know how to raise them with my Manager because I don't know how it will be received, I've only just started my job and I'm worried that it will come back on me. Maybe I should just forget about it, I don't really want to because its really affected me but I don't know how to talk about it, and who I should talk to.

Mentee response:

Mentor response:

<p>Situation 2 Cultural obligations/ responsibility</p>	<p>My heart is heavy, my family is hurting as we are in Sorry business, plus I have cultural responsibilities in this time, of which are of the utmost importance to me, but I'm worried that work won't understand. How do I talk about it?</p> <p>Mentee response:</p> <p>Mentor response:</p>
<p>Situation 3 Personal issue</p>	<p>I'm struggling, the demands on me from work and family are really weighing me down, and I'm escaping through gambling, which is affecting my finances. I feel desperate, and its affecting my mental health because I'm worrying all the time. I need help, but I'm too shame to talk about it.</p> <p>Mentee response:</p> <p>Mentor response:</p>



Challenge 10 Life Wheel

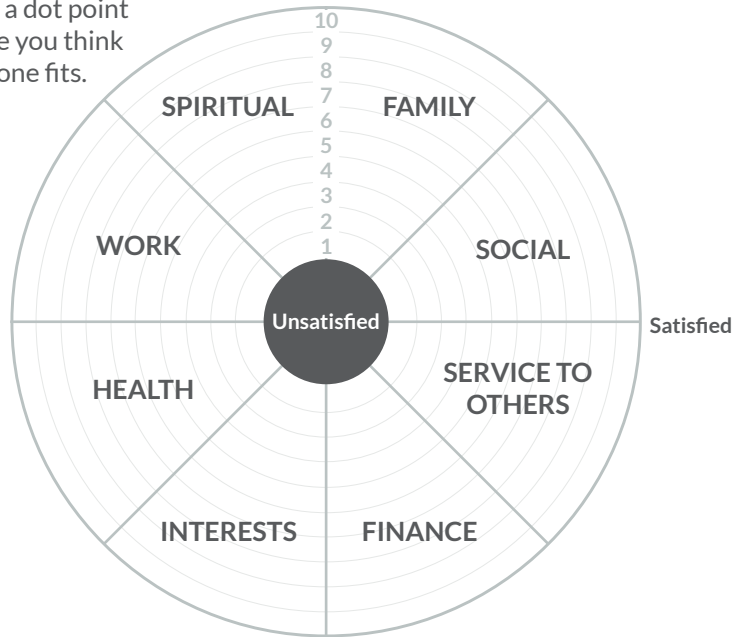


The Life Wheel is designed to discover areas in your life that are going great and other areas that you may need to set goals in improving. Put a dot in the sections in the wheel that you are happy with in life.



Rate your satisfaction of each section on a scale of 0-10.

Place a dot point where you think each one fits.



Identify three areas you would like to set goals in?



Challenge 11 'Dare to Dream' on Goal Setting



Watch video 'Dare to Dream' on Goal Setting by Tom O'Toole.

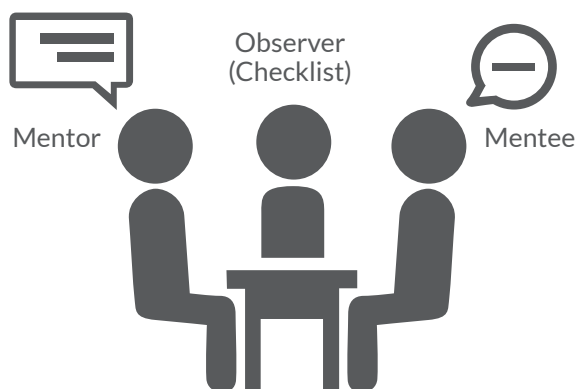
<p>What are some goal setting tips?</p>		
<p>What type of 'attitude' do you need to succeed in life?</p>		
<p>Above the Line Thinking</p> <p>List the things you can do to think above the line.</p>		



Challenge 12 Mentoring using 'I GROW' model



Watch 'Coaching Role Play' video.



Maximum TIME: 15 minutes (three x five minutes max)

- 1** Use I GROW Model – Issue, Goal, Reality, Options and Way forward (refer to Appendix – 'Stages of the I GROW Model').
- 2** Decide on a work or personal issue that you want to work on (refer to Life Wheel).
- 3** Divide into groups of three – Decide who will be the Mentor, Mentee and Observer (*five minutes each*).
- 4** Mentor to complete 'I GROW Mentee Record' on page 21.
- 5** Observer to provide honest feedback to the mentor (use observer checklist on page 22).



'I GROW' Mentee Record

'I GROW'																								
Personal Data	Date:	Mentor Name:	Mentor Name:																					
I ssue Refer to 'Life Wheel'																								
G oal Dreams, aspiration																								
R eality Barriers to achieving goal (e.g. lack of education, community problems, lack confidence, no money)																								
Overall motivation to achieve the goal	0 1 2 3 4 5 6 7 8 9 10																							
O ptions	<table border="1"> <thead> <tr> <th>No.</th> <th>Explore different options with the mentee</th> <th>✓</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> <td></td> </tr> </tbody> </table>			No.	Explore different options with the mentee	✓	1			2			3			4			5			Mentor Notes		
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	1																							
	2																							
	3																							
	4																							
5																								
W ay forward	Date	Action plan Specific activities to be undertaken <i>(refer to options selected & notes)</i>	Responsibility of Mentor	Responsibility of Mentee	Target Date	Completed																		



Observer Checklist

Mentor:	Mentee:				
Mentoring Skills	Excellent	Very Good	Good	Improve	Not applicable
Gained rapport and trust					
Showed empathy & respect					
Listening and Questioning					
Encouraging					
'I GROW' process					
Issues identified					
Goals set					
Reality checked					
Options selected					
Way Forward - Action Plan					
Comments:					
Date:	Observer:				
	Observer signed:				



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