

# Mentoring

## Workshop 3 for Mentors

# Agenda

- Listening: A Story
- Thinking Partner Model (Nancy Kline)
- Dialogic Choices (Bob Garvey)
- Ground Rules - Dimensions
- Questions and answers



# Opening Question

**What is going through your mind right now, what is on top?**



# LISTENING TO UNDERSTAND

## A Story: **Cash Register**

- I read out a short story.
- Then I ask questions and you evaluate whether the answer:
  - True,
  - False or
  - Unknown.
- Discuss your answers in the group.



# LISTENING TO UNDERSTAND

## A Story: **Cash Register**

A salesperson has just turned on the lights in a shoe store when a man appears asking for money. The owner opens a cash register. The contents of the cash register has been removed and the man runs. The police is immediately notified.



# LISTENING TO UNDERSTAND

**STATEMENTS ABOUT THE STORY:** True (T) - False (F) – Unknown (U)

- 1) The man appeared as soon as the owner turned on the lights in his shoe store ...
- 2) The thief was a man ...
- 3) The man didn't ask for money ...
- 4) The man who opened the cash register was the owner ...
- 5) The shoe store owner removed the contents from the cash register and ran away ...
- 6) Someone opened a cash register ...
- 7) After the man who asked for the money picked up the contents of the cash register, he ran away ...

**Instructions:** Please answer the following questions and indicate if the statements are true – false – unknown. Try to come to an agreement with the other persons in your group. Appoint a facilitator, ensure everyone gets equal time, stick to the exercise brief, sum up the key learning points, report back in plenary, enjoy!

We will share the statements in the chat box. Please open the chat when you are in your group. Time:  
**Time:** 7 minutes!



# LISTENING TO UNDERSTAND

**Solution:** Statement 3) is false, statement 6) is true and all others are unknown.

## WHAT HAPPENED?

- We filter information.
- We interpret information based on experience, beliefs.
- We can only process information in small quantities.

## TIP:

Do not think about what you want to say next. Follow up with a question. Example:

Person 1: I want to learn Spanish.

Person 2: What motivates you to learn Spanish?



## Thinking Partner (Nancy Kline)

### Assumptions of the Time To Think model

- Our thinking depends on the quality of our attention for each other
- Mentees are generally capable of sorting out the vast majority of their own issues
- The mind works best in the presence of questions





## LISTENING: WHAT DOES IT MEAN IN PRACTICE?

- Pay “beautiful attention” to the thinker
  - Avoid any sounds, half-words – be silent
  - Keep eye contact
  - Smile occasionally
  - Be interested and be at ease
  - Don’t even think about interrupting!
- 
- Don’t ask picky clarifying or confirming questions
  - When your partner has nothing more to say, ask:  
‘What else do you think, feel, want to say about this?’
- 
- If the thinker becomes quiet, but their eyes are alive, relax and stay quiet: they’re thinking
  - Embrace silence, this where the thinking is happening



# LISTENING: BREAKOUT SESSION

- Groups of 2
- Person A: Mentor (Thinking Partner)
- Person B: Mentee (Thinker)
- After 5 minutes change roles
  
- 1st question: What do you want to think about?
- 2nd question: What more do you think or feel or want to say about this?
- 3rd question: What else?
- Remember: If the thinker becomes quiet, but their eyes are alive, relax and stay quiet: they're thinking
  
- Enjoy!



## LISTENING: Reflective Practice

- WHY IS **LISTENING** SO HARD?
- WHY IS **THINKING** SO HARD?



# Questions

- A question can be a **starter**
- A question is an **invitation**
  
- If we always ask the same type of questions, we will have the same type of conversation
- Asking a question from a different place can change the nature of the conversation and open new perspectives



# Dialogic Choices (B. Garvey)



*Garvey and Stokes (2022: 117)*



# Dialogic Choices (B. Garvey)

**Formulate a questions for each of the six areas:**

***Social, technical, tactical, strategic, self-insight, behavioural.***

## **Instructions:**

- Ensure everyone gets equal time
- Stick to the exercise brief
- Take notes and sum up the key learning points, be prepared to type your suggestions into the chat box!
- Report back in plenary
- Enjoy!

**Time: 10'**



# Exercise

## **Breakout session:**

- In groups of 2:
- 1 person takes on the role of mentor,
- 1 person takes on the role of mentee

## **Suggested topics:**

- What is going through your mind right now?
- How can you apply the 3-step model?
  
- Time : 15'



# Q&A

**QUESTIONS, SUGGESTIONS, COMMENTS?**





# References and Suggested Reading

Garvey, B., Stokes, P. (2022) *Coaching and Mentoring : theory and practice*. 4th edition. London: SAGE.

Kline, N. (1999) *Time to think: listening to ignite the human mind*. London: Ward Lock.

Kline, N. (2020) *The Promise That Changes Everything: I Won't Interrupt You*. London: Penguin



# More information: YES! Thinking Space

<https://youngentrepreneurssucceed.com/thinking-space/>

