

CORE COMPETENCIES FOR EFFECTIVE MENTORING

Content Area I: Mentoring Relationship

Competency

- A. Develops a reciprocal relationship through sharing experiences, exploring expectations, and clarifying the roles of mentor and client
- B. Recognizes, acknowledges, and builds upon the abilities and contributions of client to nurture a productive relationship
- C. Uses caring and compassion to address positive changes based upon strengths
- D. Supports client through identifying needs and advocating when/where appropriate

Content Area II: Effective Mentoring Practices

Competency

- A. Facilitates and documents client meetings and dialogue that reflects purpose and progress of relationship/goals
- B. Demonstrates effective management of time, documentation/record-keeping skills, and report writing
- C. Confidently shares successful and unsuccessful learning experiences to foster the exploration of options and joint problem solving
- D. Encourages client to share insights, thoughts and feedback to identify and prioritize program needs
- E. Uses appropriate tools to provide objective, reliable and useful information of initial and on-going needs
- F. Provides guidance and leadership in reflecting upon and interpreting data to develop goals and a plan for continuous improvement
- G. Encourages the use of reflective practice through journaling and client conferences
- H. Uses knowledge and competence in content area to help client acquire and apply new knowledge and skills
- I. Shares knowledge of professional development opportunities, resources and referral services available to client

Content Area III: Professional Responsibilities in Mentoring

Competency

- A. Understands the role, purpose and expectations of mentoring
- B. Demonstrates competence in applying effective mentoring practices
- C. Displays success in and a commitment to addressing quality and improvement
- D. Maintains confidentiality when sharing experiences, discussing issues and solving problems
- E. Demonstrates appropriate and timely follow through on commitments made to client
- F. Understands the impact of personal bias, and works at minimizing personal bias

Content Area IV: Managing Challenges

Competency

- A. Demonstrates ability to clarify mentor/client expectations
- B. Demonstrates flexibility in working with the changing needs of client/program, time constraints, resources and other issues
- C. Facilitates creative thinking and problem solving to address client's needs
- D. Uses a variety of positive conflict management strategies to identify and minimize
- E. Impact of conflict on program and mentoring relationship