



# MENTORING & COACHING MONTHLY

Volume IV Issue III

May 2017

## IN THIS ISSUE:

Hello, and welcome to the third issue of Mentoring & Coaching Monthly, dedicated to bringing you the latest mentoring news and information on upcoming events and deadlines. In this issue we spoke with Jane Lewes and Eileen Murphy from The Learning Consultancy in the U.K., who will be traveling together to our mentoring conference in October to lead a workshop on designing and implementing workplace mentoring programs.

We also had our wonderful editorial and research assistant, Kelly Ann Kailer, back to review *The SAGE Handbook of Mentoring*, a great new resource for mentors. Make sure to check it out!

Enjoy your summer, mentors and mentees!

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# Happy Mother's Day, Mentors!

In honor of Mother's Day, we would like to recognize all of our mentors who are also mothers. Thank you for supporting and improving the lives of not only your children, but of those you are mentoring.

We at the UNM Mentoring Institute would like to take a moment to stress the importance of women in the fields of mentoring and coaching. In today's world, more and more women are joining the workforce, but sadly not all of them are granted the support of a mentor.

According to a study done by Development Dimensions International (DDI), women are much more likely to participate in mentoring relationships if their business supports a formal mentoring program; of those surveyed, half of all women participating in a formal program had a mentor, versus only one in four working at organizations that did not have such a program.

Many women want to mentor others and see them succeed, and to be mentored as well, but don't feel confident in initiating their own mentoring partnership, especially when they work in a male-dominant company. As mentoring advocates, we need to work to make sure these women, along with the members of other minority groups, have the resources and support to initiate such relationships.

By spreading word of the benefits of mentoring and coaching programs, not only for the individuals involved, but for the business itself, hopefully we can convince more businesses to organize their own formal programs. Techniques on initiating such workplace programs will be covered in depth at our mentoring conference in October.

If you are interested in learning more about women in mentoring, additional information and statistics can be found in DDI's study "Women as Mentors: Does She or Doesn't She?" [here](#).

The UNM Mentoring Institute is also currently looking for more content for our June issue of *Mentoring & Coaching Monthly*. Please email our editor, Brenna Kelley, at [brenkelley@unm.edu](mailto:brenkelley@unm.edu) if you are interested in sharing your professional and personal experiences in mentoring. With your permission, we would love to highlight your stories, research, and photos in the upcoming issues of our newsletter.

We thank you for showing an interest in mentoring, and for your continued support of the UNM Mentoring Institute.



# UNM

*Mentoring Institute*



## ABOUT US:

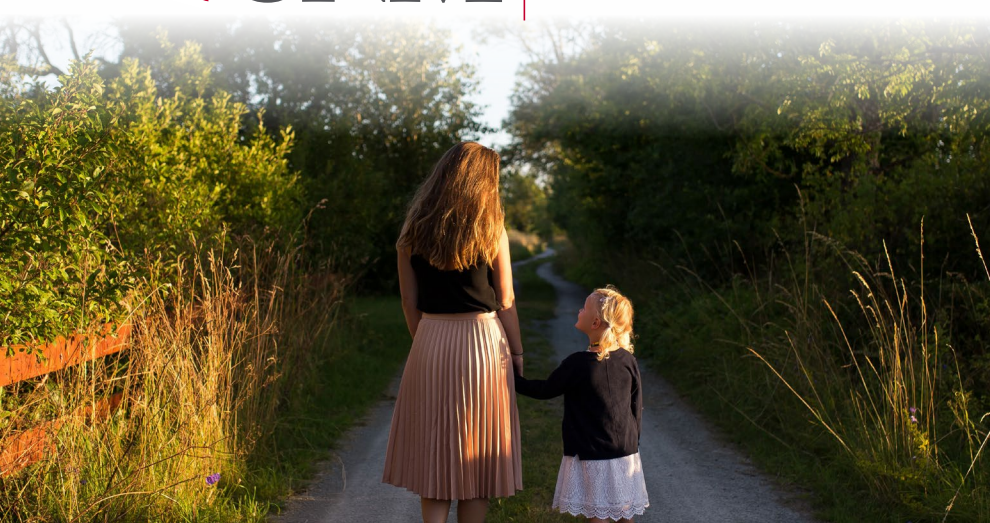
The Mentoring Institute develops, coordinates and integrates research and training activities in mentoring best practices at the University of New Mexico (UNM). Through the application of instructional design standards, the Institute provides training and certification services for a diverse array of staff, faculty and students, in a centralized effort to recruit, train and develop qualified mentors for the university, the city of Albuquerque and the greater New Mexico community.

The Mentoring Institute does not replace or direct existing mentoring programs. Rather, it provides a variety of services to these programs. The Mentoring Institute aims to build up current mentoring programs and enhance the culture of mentoring within the University, and the state it serves.

The Mentoring Institute assists in stimulating and promoting a mentoring culture within the community. By encouraging the matriculation and graduation of students as well as the retention of faculty and staff at the University of New Mexico, the Institute also contributes to the development and economic growth of New Mexico.

Institute Founder & Executive Editor:  
Nora Dominguez

Managing Editor: Brenna Kelley





## IN THE NEWS:

This month's selection of mentoring-related news



The New York Times  
*What Should Teen-agers' Summer Plans Include? Adult Mentors*

By Lisa Damour



The Chronicle of Higher Education  
*Getting Minority Ph.D. Students to the Finish Line*

By Vimal Patel



Greater Wilmington Business Journal  
*The Business Case for Mentoring*

By Robert T. Burrus, Jr.



Chief Learning Officer  
*The Value in Cross-Generational Mentoring*

By Ken Blanchard



Business News Daily  
*Do Extroverts Get More Out of Mentoring?*

By Chad Brooks

## UPCOMING EVENTS:

- **EMCC 7th Annual International Mentoring and Coaching Research Conference**



June 14-15, 2017



Greenwich University, London, U.K.



View session speakers [here](#)

*EMCC's 7th Research Conference will continue to bridge the gap between research and practice with their conference theme: Putting research at the heart of practice. The keynote speakers, a panel of experts and over 20 session speakers will all be contributing to the theme.*

- **2017 Summer Institute on Youth Mentoring**



July 17-20, 2017



Renaissance Washington, DC Downtown

*Portland State University and MENTOR: The National Mentoring Partnership are proud to announce the 2017 Summer Institute on Youth Mentoring. The theme of the 2017 Summer Institute, Mentoring in the Civic Space, emphasizes intersections between mentoring and youth empowerment, sociopolitical development, civic engagement, social action, and community development.*

- **Mentoring Programs that Work**



September 18, 2017



University of North Carolina Wilmington



Laura Lunsford

*This intimate and interactive workshop is designed for you if you are a new or experienced mentoring program manager who has oversight for a mentoring program and a desire to improve it. You will develop plans for designing (or redesigning) your mentoring program and learn how to support flourishing mentoring relationships.*

- **UNM Mentoring Institute's 10th Annual Mentoring Conference**



October 23-27, 2017



Albuquerque, New Mexico



Ann Betz, Lisa Fain, Chad Littlefield, Maggie Werner-Washburne, Lois Zachary, Brad Johnson, David Clutterbuck, Tammy Allen, Lillian T. Eby, Fran Kochan, and Robert Garvey (Plenary)

*This conference will feature over 300 concurrent presentations from a diverse variety of academic disciplines and industries.*

- **The 2018 National Mentoring Summit**



January 24-26, 2018



Renaissance Washington, DC Downtown

*The National Mentoring Summit is the only national convening of youth mentoring professionals, researchers, philanthropic investors and government and civic leaders aimed at collectively strengthening and expanding quality mentoring relationships for young people across the country.*



# INTERVIEW WITH JANE LEWES AND EILEEN MURPHY

## THE LEARNING CONSULTANCY



*Hello Jane and Eileen! Could you tell me a little about yourselves?*

*Eileen:*

Jane is an Australian who has lived with her family in Wales for most of her married life. She founded The Learning Consultancy in 1993.

*Jane:*

Eileen is Irish born but settled in Wales after University and her early career. She has a twin son and daughter.

*What kind of work do you do together at The Learning Consultancy in the U.K.?*

*Jane:*

Although we have known each other for many years, we did not begin to work together on a regular basis until 2013 when Eileen joined The Learning Consultancy's worked-based coach and mentoring programme, sponsored by Birmingham City Council, taking on the role of an Internal Facilitator. Prior to this, Eileen had built up an impressive portfolio of clients, mostly based in Wales and including the public and not-for-profit sectors. In particular, she has worked as a consultant/coach for the prestigious Children in Need programme.

*Eileen:*

Jane's extensive experience in work-based learning programmes for the corporate, public and not-for-profit sectors includes designing and delivering coaching/mentoring programmes for a wide range of organisations both in the UK and Europe. A number of these programmes were supported by Euro-

pean Union funding (In particular, New Opportunities for Women which took Jane to Calabria and Basilicata in southern Italy).

*Together:*

Since our Birmingham collaboration, we have continued to work together. We spent most of the autumn of 2016 working for Stockholm City Council to pilot a successful coaching/mentoring programme aimed at supporting employers to integrate and retain refugees and asylum seekers looking for permanent employment. The City Council will be rolling out the programme to employers in both public and private sectors later this year.

*What are your favorite things about mentoring?*

We are both passionate advocates of coaching/mentoring as a route to self-determination for individuals for whom the 'dice of life' may not have rolled in their favour. Over the years, our learners have acknowledged the positive impact of coaching/mentoring on their lives.

Our experience also confirms that within the workplace, coaching and mentoring programmes are among the most efficient, effective and economic interventions to promote individual and organisational development.

*How did you become interested in our mentoring conference? Have you attended in the past?*

Although we are newcomers to

the UNM Conference, we are honoured to be participating in its 10th year.

We met Dr. Dominguez at IMA conferences where we established a warm rapport and connection based on shared values. This was consolidated by our contribution to the recently published SAGE Handbook of Mentoring with our chapter Measuring the Effectiveness of Mentoring Programmes.

*Can you please explain some of the "building blocks" and "key skills" of mentoring that you will be teaching in your workshop at our mentoring conference?*

Our learning methodology has been developed to be ideal for the workplace in that we use a practical and interactive approach based on small learning sets. This enables participants to maximise their learning, build trust and self-confidence, and develop and practise key communication skills, all of which are critical components of a productive coaching/mentoring relationship.

Most of our clients work with 'non-traditional learners' (e.g. long term unemployed, refugees, asylum seekers, women returners, young people leaving the Care system, etc.) This means that we adopt a pragmatic approach to our coach/mentoring programmes which are structured on two firm sets of principles – the 'must-haves' to guarantee an effective coach mentoring relationship. The first of these is known as the 'Six Building Blocks' which comprise: Personal Ethics,

Learner Goal, Learning Styles, Learning Agreement, Notes of progress and Reflective Practice.

The first part of our conference workshop will explore each of these in turn, using practical tasks and activities to promote understanding.

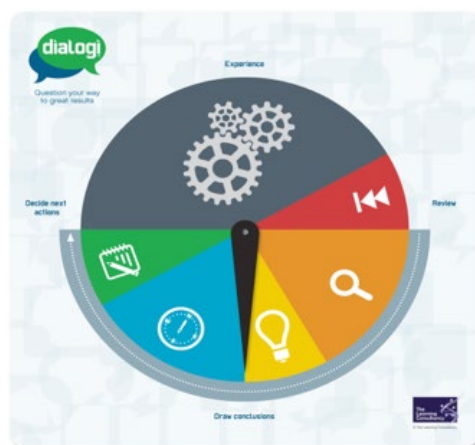
Part two of our workshop will focus on the second set of principles—the ‘Five Key Skills’ of effective coaching/mentoring. These are: Building and sustaining rapport, Active listening, Asking incisive questions, Providing feedback and Promoting commitment to action. It is a mantra of The Learning Consultancy that any work-based coaching/mentoring session that does not conclude with commitment to some kind of decision and action is not worth its time, effort or investment! This part of the workshop will be peppered with a number of practical (and self-revealing!) activities to develop skills and consolidate learning.

During the second part of the workshop we will show participants how to gain greater understanding of the coaching/mentoring process through the use of a unique tool,

Dialogi.

*What is Dialogi, and where can our readers find it?*

Dialogi shows what a coaching/mentoring conversation ‘looks like,’ how to construct a workplace coaching/mentoring session within a set time (this can pose a challenge for a busy supervisor), how to focus on the learner’s issues and, most importantly, the power of asking insightful questions to promote learning, discovery and decision. We will be using the model at the conference; you may learn more about it beforehand by visiting [www.dialogi.co.uk](http://www.dialogi.co.uk).



“Mentoring from Jane inspired me to both better utilise existing and develop new skills to rise to challenges previously overwhelming.”

-Emma

“Jane mentored me back into work through her belief in me, through her sheer determination to help me change and through the love she exuded for all of us.”

-Catherine

“The sessions I had with Eileen were helpful in helping me to get more clear in my mind what the issues/challenges were and what my priorities should be moving forward. Her sessions provided a structure which helped to maintain a feeling of steady progression, and of remaining positive, even when things went less well!”

-Ceri

“The mentoring sessions with Eileen so inspired and uplifted me. They gave me the confidence I needed to make a plan and put into practice what I needed to do to make changes in my career.”

-Amanda

## MORE ABOUT JANE LEWES & EILEEN MURPHY



A powerful communicator and natural innovator, Jane Lewes is a dynamic development professional with a track record in motivating individuals and groups to identify and achieve their learning goals. An expert in work-based learning, Jane uses participative methods to engage, encourage and empower people from diverse backgrounds to work through obstacles, identify solutions and take responsibility for their own personal and professional development. In recent years, Jane has been based in Birmingham, UK, designing and delivering a number of programs specifically aimed at supporting managers to use coaching and mentoring to develop and retain unemployed young adults in the workforce. The retention rate for each of these programmes significantly exceeded the national average. During 2016, Stockholm City Council adapted the same methodology to support refugees and asylum seekers into obtaining sustained employment.

Eileen Murphy is an associate of the Learning Consultancy with over 25 years’ experience of training, facilitation and organisational development. Eileen is a qualified trainer, teacher and coach mentor. Eileen provides training and consultancy in the public, education and not-for-profit sectors. She has a deep knowledge and understanding of Mentoring, Leadership and Organisational Development, Project and Programme Outcomes and Evaluation. During 2014, Eileen was a member of the team that delivered the Birmingham work-based coach/mentoring programmes to support and retain young adults into employment. In 2016, Eileen co-facilitated the Stockholm Stad programme of work-based coach/mentoring, to support recent entrants to the Swedish labour market. Eileen co-facilitates accredited leadership development programmes for all levels of managers within the Welsh Joint Education Committee, and across the not-for-profit sector in Wales.



*Visit with them at our 2017 Mentoring Conference!*

*Pre-Conference Workshop - “A Pragmatic Approach to Mentoring”*

*Monday, October 23, 2017 - Part 1: 8am-11am, Part 2: 2pm-5pm - UNM Student Union Building*

## BOOK REVIEW:

# THE SAGE HANDBOOK OF MENTORING

By David Clutterbuck, Frances Kochan, Laura Lunsford,  
Nora Dominguez and Julie Haddock-Millar

Book Review by Kelly Ann Kailer,  
UNM Mentoring Institute

Spearheaded by some of the field's leading scholars, *The SAGE Handbook of Mentoring* (2017) is a timely response to essential queries, circumscribing cutting-edge practices and theories to produce a forward-looking doctrine. Distinguished editors David Clutterbuck, Frances Kochan, Laura Lunsford, Nora Domínguez, Julie Haddock-Millar, and a host of talented co-authors, delve into the philosophical underpinnings of the field's most definitive issues, retrieving, through the aggregate knowledge of researchers and practitioners alike, a contemporary touchstone for mentorship and its infinite abilities.

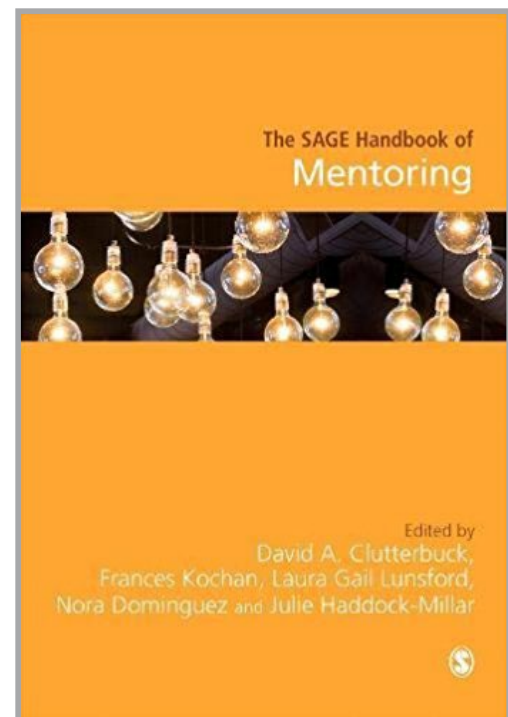
The book's first section, "The Landscape of Mentoring," scopes the field's distinctive features and offers an updated portrait of their composite terrain. Beginning with an overview of mentorship's historical, social, and theoretical foundations, authors discuss the ways in which these elements occur across diverse and relative understandings of the practice at large. As such, and in the vein of progressive enterprise, this section does not reverberate trite definitions but rather introduces core concepts that comply with the field's malleable nature, and iterates its most universal value—trust—as a focal point for its oscillatory perspectives.

Sections two and three, "The Practice of Mentoring" and "The Context of Mentoring," respectively, trace the formative processes of mentorship and map their trellised convergence. Finding toe-holds in program design, stakeholder roles, and mentor/mentee relationships, this sure-footed exploration renders organizational and cultural contexts as paths for future research and practice. With relativism as a guide, authors navigate these previously uncharted territories and, in effect, afford readers a fresh view of the field's horizon.

The final section, "Case Studies of Mentoring

Around the Globe," cusps the book's three scholarly sections with a dynamic series of observations on the ground. The section's authors, writing from far-flung world-regions, discuss a variety of programs and allow readers to witness divergent applications of critical concepts. Reflecting individual and organizational interests across local, national, and international spheres, these case studies constellate lived experiences within the realm of academia.

Indeed, perhaps the single greatest contribution of the SAGE Handbook of Mentoring is not merely its codification of a relativist framework but its ability to do so in a way that unites theory and practice. Through the considerable talent of its participants, the book pushes forth a contemporary model in which the philosophical and technical aspects of mentoring merge and, in turn, synchronize the efforts of the mentoring community for the sake of unanimous progression.



Source:

Clutterbuck, D. A., Kochan F., Lunsford, L. G., Dominguez, N., & Haddock-Millar, J. (2017). *The SAGE Handbook of Mentoring*. London, UK: SAGE Publications.

## CONTACT US:

The Mentoring Institute  
1716 Las Lomas Blvd NE  
Albuquerque, NM 87106

Email: [mentor@unm.edu](mailto:mentor@unm.edu)  
Phone: 505.277.1330  
Website: [mentor.unm.edu](http://mentor.unm.edu)

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## We need news!

We are always looking for new content and articles to add to our upcoming newsletters. Please email us at [mentor@unm.edu](mailto:mentor@unm.edu) if you would like to submit something. Thank you!

## MENTORING TIPS:

Taken from the MENTOR Model developed by Ken Blanchard and Claire Diaz-Ortiz in their new book “One Minute Mentoring,” which they published on May 2nd:

*M - By creating a Mission, you'll put the relationship on solid footing.*

*E - By deciding how to Engage, you'll have clarity about how to work together.*

*N - By Networking, you'll expand your horizons.*

*T - By building Trust, you'll deepen the bond.*

*O - By creating Opportunities, each of you will grow.*

*R - And by Reviewing and renewing your partnership, you'll know if and when your season of mentorship has ended.*

Source:

Mackay, H. (2017, May 15). Harvey Mackay: Mentoring comes in 'short, meaningful insights'. Retrieved May 16, 2017, from [http://www.postbulletin.com/business/harvey-mackay-mentoring-comes-in-short-meaningful-insights/article\\_f8b523a5-e118-542f-ac60-aab01618d257.html](http://www.postbulletin.com/business/harvey-mackay-mentoring-comes-in-short-meaningful-insights/article_f8b523a5-e118-542f-ac60-aab01618d257.html)

## IMPORTANT DATES & DEADLINES:

*UNM Mentoring Institute's 2017 Mentoring Conference—Updated List*

### Registration Deadlines:

Early Registration Deadline	June 15, 2017
Last Date to Register as a Presenter	June 15, 2017
Last Date to Register as a Peer-Reviewer	June 15, 2017
Last Day to Register as a Volunteer	September 30, 2017
Standard Registration Deadline	October 7, 2017

### Important Dates:

Abstract Proposal Submission Deadline	May 15, 2017
Accepted Proposal Notification	May 30, 2017
Paper Submission Due (First Draft)	June 30, 2017
Peer-Review Process	July 1-30, 2017
Peer-reviewed Papers Returned	August 1, 2017
Final Paper Submission Due	August 30, 2017



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