




Connecting Up

Training for Volunteer Mentors

This training module also provides an understanding of Mentorship for Volunteer Mentees



Introduction

Connecting Up has a mentoring program for our volunteers. The purpose of this is to provide support for our volunteers, and assist them to achieve their goals by:

- providing them with support in their role
- building stronger links with them as members of our team
- ensuring that they are informed about training and development opportunities that are relevant to their role
- inviting them to participate in social and team events

Training for mentors

This training session will introduce mentors to, and explain, the following:

- Reasons for people to take up volunteering
- Principles of adult learning
- Principles and skills of mentoring and models of mentoring
- The benefits of providing recognition and acknowledgement for volunteers
- Identifying relevant resources
- Recording mentoring activities

Reasons for volunteering

- Gain new skills
- Add to CV
- Pathway to paid employment
- Meet new people and make new friends
- Try something new
- Make a difference to the community
- Have a sense of purpose

Volunteering is a two way exchange – you give and you also gain.

Benefits to volunteers

Volunteers who receive mentoring

- Feel appreciated and acknowledged for their contribution
- Have greater access to information and resources that may help them
- Receive encouragement to extend themselves

Andragogy = adult learning

Andragogy is the theory and practice of education of adults.

Malcolm Knowles, an American adult educator of the 20th century, is renowned his work on the theory of andragogy. He is credited for his contribution to the development of the Humanist Learning Theory and the use of learner constructed contracts to guide learning experiences.

Assumptions of adult learners

- Self-concept – developing from dependent to self-directed
- Adult learner experience – accumulated life experience
- Readiness to learn - oriented increasingly to the developmental tasks of social roles
- Orientation to learning – changes from subject-centeredness to problem centeredness
- Motivation to learn - intrinsic

Principles of Andragogy

1. Adults need to be involved in the planning and evaluation of their instruction.
2. Experience (including mistakes) provides the basis for the learning activities.
3. Adults are most interested in learning subjects that have immediate relevance and impact to their job or personal life.
4. Adult learning is problem-centred rather than content-oriented.

Principles of mentoring

Mentoring is a developmental partnership between a mentor - a leader with expertise in one or more areas, and an apprentice - an individual seeking learning and growth in these areas.

The ideal apprentice is:

- committed to their role
- willing to learn
- disciplined enough to execute what they have learned

Mentor skills

The mentor needs to develop the following skills

- Supporting
- Listening
- Validating development (cheer leading)
- Questioning
- Giving feedback to behaviours and skills
- Guiding and offering perspective

Mentoring models

- **apprentice** model - the apprentice observes the mentor and learns
- **competency** model - the mentor gives the apprentice systematic feedback about performance and progress
- **reflective** model - the mentor helps the apprentice become a reflective practitioner

We will focus on the reflective model.

Formal or informal

Mentoring relationships can be formal or informal.

Connecting Up's program is formal in that it is organised in the workplace and includes specified activities and record keeping.

However, the mentor relationship with a volunteer can be carried out in an informal manner.

Training for volunteers

Internal resources

- Connecting Up staff have expertise in a range of areas
- Connecting Up webinars, conferences

External providers and resources

- [WEA](#), [PCE](#), [Volunteering SA&NT](#), MOOCS (massive open online courses - eg www.open2study.com), [TED Talks](#)

Recording mentoring activities

Keeping a record of activities undertaken in the context of the mentoring relationship

- creates evidence of the implementation of the program
- allows for evaluation and measurement of impact