AKO
Whakaruruhau
– Māori Mentoring –

COACHING AND MENTORING

'Getting the best effort from the
people you work with'

Coaching and mentoring staff and colleagues is an important part of a successful building team and a great organisation.

- Build a personal rapport - get to know who you are teaching and be prepared to learn from them
- Discuss some ground rules for the relationship - tell the learner what you expect, ask them how they like to learn
- Give good feedback – learners are much more likely to be successful, to try harder, and to try new things if you tell them when they've done a job
- Acknowledge the effort the learner puts into the job - focus on the positives and help the learner find solutions to problems that arise
- Help the student set goals – what do they need to learn next?
- Be a great model – demonstrate safety practices, show the learner what it looks like to be awesome at your job

You might find yourself working with someone from another culture or gender:

- Don't make jokes about culture or gender – it is insensitive and only funny if you're not that person
- Ask about their experiences – find out how their background might influence their work
- Listen to the views of people who are different to yourself, there's a lot to learn about the world
- Don't expect people to behave like you – they may not have been brought up like you, had the experiences you've had. If you're confused about how people are behaving – ask them to explain how they do things

The success of the people around you, and your team is a reflection of your skill as a coach and mentor. Having trainees and apprentices succeed, learn quickly and try new things is a sign that you're doing a great job.

Questions:

– *Do you see yourself as a mentor?*

– *What was your learning experience as a an apprentice? Can you recall one of your mentors – what did they do that made learning easier or more difficult?*

– *Have you mentored or coached an apprentice? Were they successful – if so, what did you do to keep them on track?*

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