

contact details:

HE TOKI KI TE MAHI - IMPLEMENTING AND EVALUATING GOOD PRACTICE IN THE TRADES



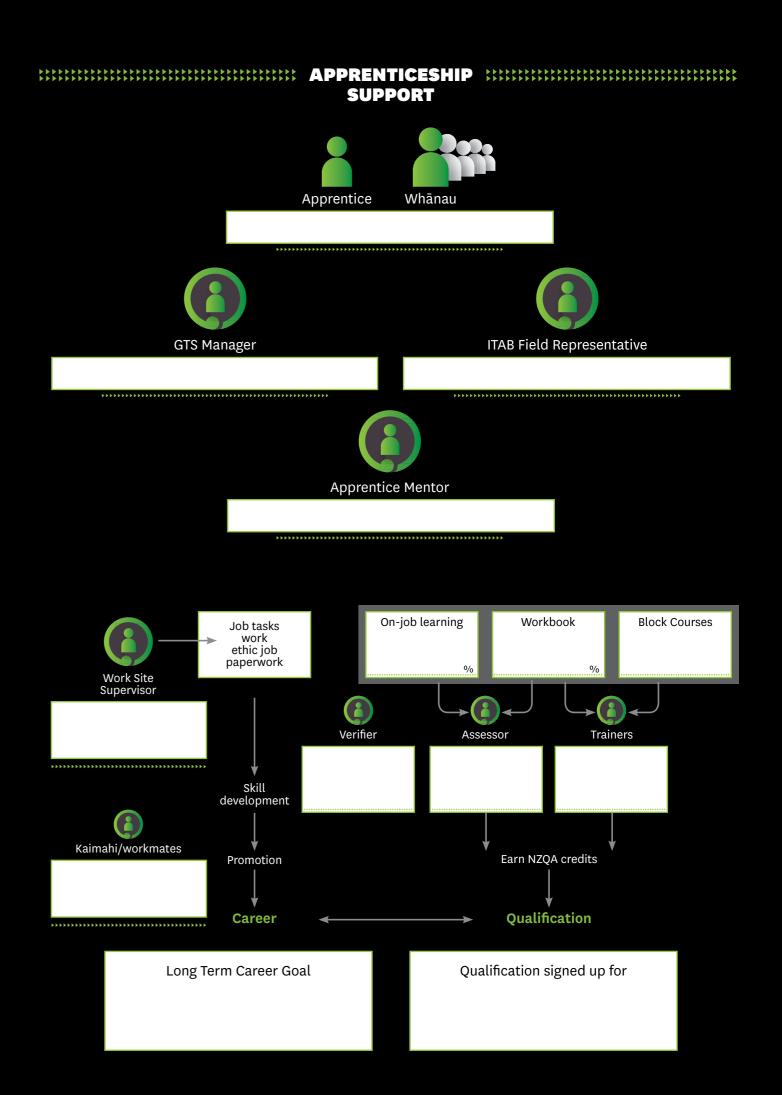












TE KAPA - THE TEAM

· As a mentor you will commit to meet your apprentice regularly and support the apprentice with work-related issues, providing feedback, advice and encouragement. This is confidential. Mentor · You'll ideally be someone who is not involved in managing the - You! apprentice and is not a direct team member. • A buddy is an existing employee that is not in a line management role and is generally not working in the same team as the apprentice. Buddy • They will help the apprentice to get to know the site and area they are working in, for example showing them where to get • In some larger workplaces the apprentice may have a network of other apprentices that they can seek support from. They may be **Apprentice** in their final years, or have completed their training and are now Peer permanent employees. These 'peers' have great experience and **Network** advice to pass on to new apprentices. • The Apprentices key coordinator signs them onto their qualification, then monitors the apprentices' progress to ensure they are completing their qualification at the right standard and ITAB/ITO in the right time-frame. They provide resources, advise on their Coordinator career pathway and liaises between the apprentice and their · Manages the day to day of the apprentice on site. Ensure that they are having a range of experiences so as to fulfill the Line Manager requirements of their qualification. • The He Toki Manager will always be available to keep in touch with and wants to help ensure that our apprentice succeeds. As with any employee, the apprentice may have issues outside of **GTS Manager** work that they need help with. If you feel that your apprentice may have issues that are outside of what you feel comfortable providing be sure to keep in touch with the GTS Manager. *********************************

APPRENTICE PROFILE

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RECORD KEEPING

Mentor Notes

Build relationships with apprentice

Facilitate meetings

Facilitate study and work goals

Discuss personal issues

Liaise with staff to access learning and technical support

Your Goals

We want to achieve higher retention rates and job satisfaction for your apprentices

- Build Trust
- Actively Listen
- Ask focused questions
- Promote action



It's important that the ground rules for the relationship are discussed and agreed up front, whether or not these are written down in an agreement.

TE KAPA - THE TEAM

The first meeting provides a great opportunity to build the personal rapport, which is crucial for the success of the partnership. Both you as Mentor and the apprentice must be prepared to talk about their expectations and hopes for the relationship.

It is also very important for the mentor and Apprentice to share some personal interests and stories to help establish common ground. You will need to prepare prior to the meeting by asking yourself the following questions:

- · What can I offer the Apprentice?
- What do I want out of this relationship?
- What career and life experiences have helped me most in my own personal and professional development?
- · What are the important lessons I've learnt?
- · How can I use these to guide my apprentice?

AGREEING ON YOUR TIKANGA - YOUR PROTOCOLS

Areas to cover:

- Each other's expectations
- · How, when and where will the meetings take place
- · The boundaries of the relationship
- · What to do if the relationship just isn't working
- How will you conclude the relationship either whilst it is working and/or when it is not working?





NGĀ PĀTAI - OPEN ENDED QUESTIONS

Ask open-ended questions rather than questions that can be answered with a "yes" or "no" this will help the korero (to talk) to flow more.

Setting the scene for the session

What has been going on since we last met? What would you like to focus on today's catch up?

Determining the issue

Have you ever faced a situation like this before? What did you do? If you could change something about this situation, what would it be? What else do I need to know about the situation or about you in order to be most helpful?

Finding solutions

If you achieved an ideal outcome, what would that look like?
What gives you some confidence about this?
What's the best thing that could happen here?
What's the worst thing that could happen?
What do you need to ask for in order to be set up for success?
What would you like to do about this situation? What are you actually willing to do?
How do you think that I can help you with this?

Identifying barriers

What can you influence/control about this situation? Which aspects are beyond your control?

What is at stake for you in this situation? What risks do you feel? How might you be getting in your own way here?

What worries you most about this?

Finding support

Who are your allies/supporters? Who can you ask?

TEA

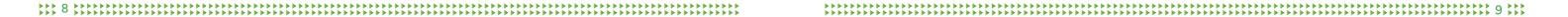
TE AROHA MATUA - YOUR FOCUS

Kia whakawhirinaki -Build Trust

Whakarongo - Listen

Pātai atu – Ask questions

Ko ngā whāinga – Set goals



OPEN ENDED QUESTION;

Maintain a Positive Attitude

Employees with positive attitudes tend to be more productive and are often promoted. Having a positive attitude means people will think of you as a positive worker and will like being around you. How do we maintain a positive attitude?

- Treat co-workers and your work environment with respect do your best to see issues from their view point; you don't have to like everyone to keep a positive attitude.
- Be Aware of Negative Attitudes & How to Deal with Them negative attitudes are projected through one's thoughts, words and actions. Never doubt your own abilities, hold yourself with confidence, look at situations in a positive light, and feel happy to do any tasks.
- Work Your Way Up put in the extra yards, the extra effort, the extra hours and get noticed!
- Understand your Contribution what does achieving your goals mean to the company? Understand how your contribution makes a difference to an organisation.
- Smile, say Thanks, Be Positive, Surround yourself with Good Workers, Develop Good Habits, Stay Fit and Healthy.

AND HAVE;

Good Time Management

Time management is about being productive with your time. That includes time we use to work, to take a break, and engaging in conversations.

- · Start Early and Don't Be Last!
- Start work 2-5 min early (includes during breaks)
- Less Hui and More Do-ey be aware of conversations during work time.
- Spend time producing results
- How much time is wasted on unproductive actions?
- · Plan your Day & think about what you want to achieve for the Day
- · Tell others not to disturb you when you have to get work done

GOAL SETTING

DATE ACHIEVED							
TIME FRAME							
WHAT IS NEEDED TO ACHIEVE IT?							
	PERFORMANCE GOALS		COMMUNITY GOALS		PERSONAL GOALS		

GOAL SETTING

DATE ACHIEVED							
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WHAT IS NEEDED TO ACHIEVE IT?							
	PERSONAL GOALS						

GOAL SETTING

	WHAT IS NEEDED TO ACHIEVE IT?	TIME FRAME	DATE ACHIEVED
COMMUNITY/NETWORK GOALS			



APPRENTICE - TUAKANA / TEINA

Te Amorangi ki Mua, Te Hāpai ō ki Muri

Mentoring is a partnership and requires commitment and trust from both sides.

Mentoring relationships are closely linked to traditional whānau practices and are a valuable tool within workplace settings also.

They support Māori learners to develop a sense of belonging within their learning environment and facilities other support that learners may require.

Kanohi ki te kanohi

Face-to-face engagement is of the most important and effective methods for developing trust and sharing information with learners.

Whanaungatanga

Relationships are seen as a hugely influential factor in learning outcomes for Māori learners. Strong relationships, based on respect, reciprocity and trust, are essential to effective learning for Māori.



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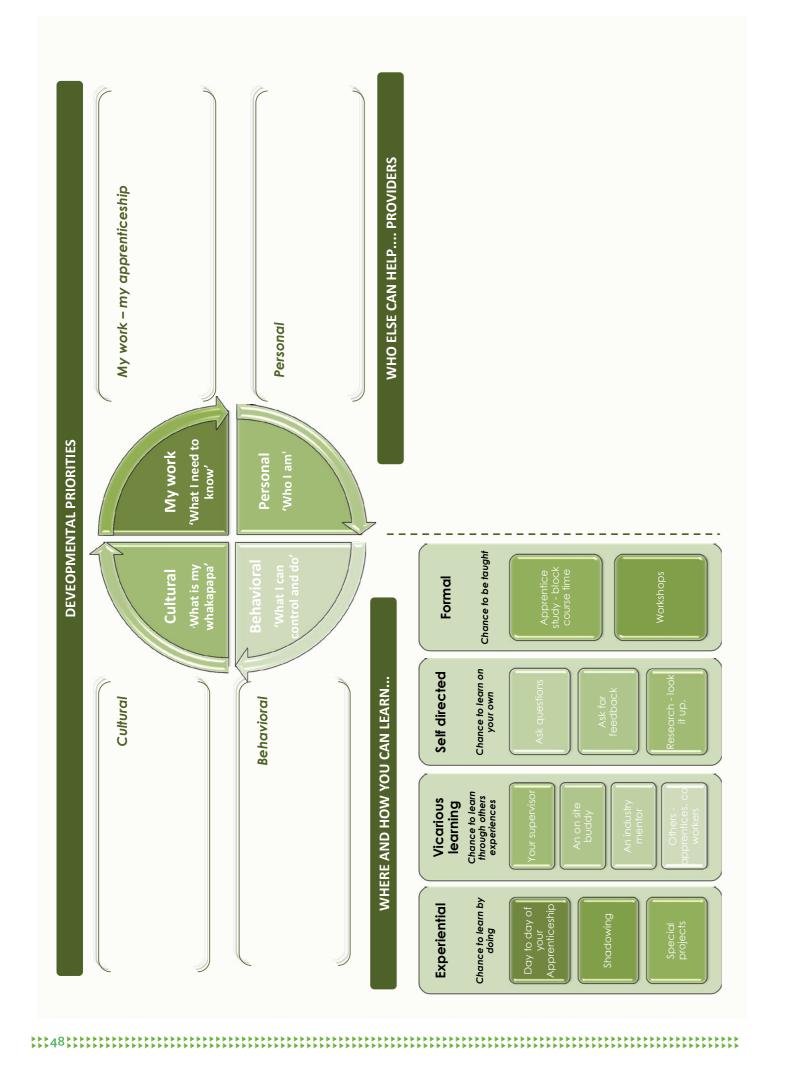
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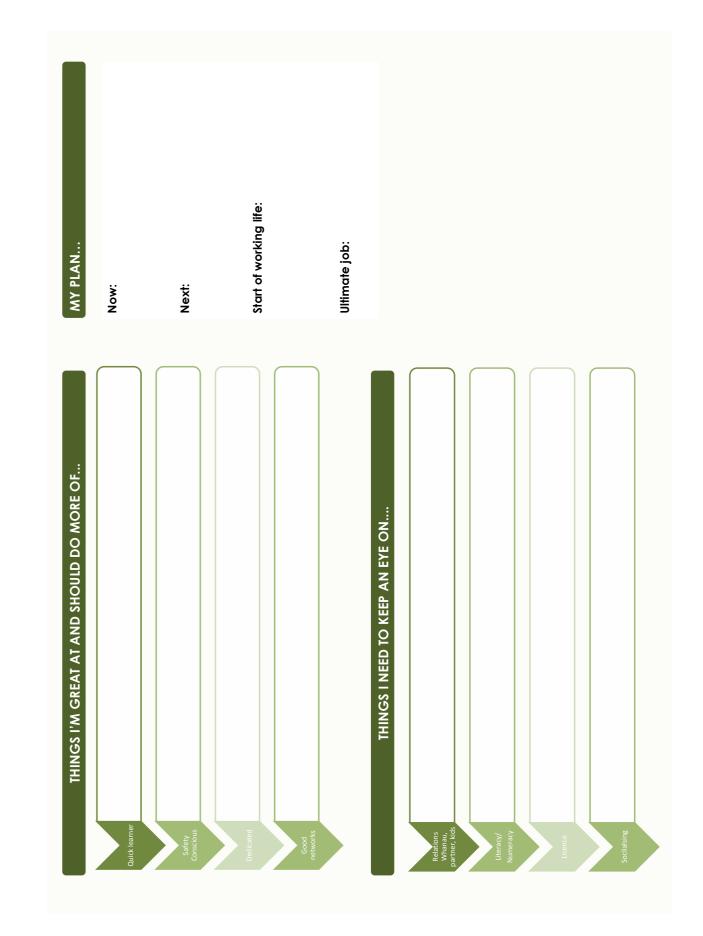
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RECORD KEEPING

Mentor:
Apprentice
What do they hope to get out of this relationship?
What are they passionate about?
Nork goals:
Study goals:
How frequently to meet?
Meeting where?
What are the present risks for the apprentice at this point and time?





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