

**Scottish Mentoring Network
&
Glasgow Mentoring Network
Spring Event 2010**



Round Up Report and Presentations from the day



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Event Summary

On Wednesday 12th May 2009 the Scottish Mentoring Network and Glasgow Mentoring Network's Spring Networking Event took place. The event was held at the City Halls in Glasgow's Merchant City. Mentoring Practitioners from a variety of sectors attended the event for an update on Mentoring activities within Scotland.

Jacqueline Thomas, Co-ordinator of the Glasgow Mentoring Network introduced the day following which Alf Young, one of Scotland's most respected journalists talked to the audience about the importance of having a strong mentoring spirit within Scotland drawing on relevant and current examples.



Ann Campbell from Garth Associates gave an overview of her mentoring project for public sector staff development. She discussed the challenges of managing such a project and the training and skills involved in mentoring those staff members.

Apart from being such a good opportunity for projects to get up-to-date information and to network, the event was also to celebrate Glasgow Mentoring Network's 10th year of operating.

Three projects (*New Deal Employability Mentoring*, *Healthy Organisations* and *Glasgow Homelessness Network*) gave an overview of how mentoring had made a difference to their service users. Certificates of appreciation were presented.

Iain Forbes, Strategic Development Manager of Scottish Mentoring Network updated the audience on the new Scottish Mentoring Thematic and Local Networks that had been set up over the last year and those that were in development. He also gave information about upcoming Mentoring Project Awards which are being established to promote best practice and highlight excellence in Mentoring Project Management.

Finally Ghizala Avan from Ex-Anima training discussed Scotland's ageing population situation and explained why Scotland's young people could benefit from being mentored by those over 65 years old and why older people are likely to benefit as well.

These interesting presentations were followed by time for projects to network and exchange useful contact details.

Scottish Mentoring Network are currently in the process of organising their Scottish Winter Mentoring Event. More news will be posted on the Scottish Mentoring Network website when available.



Agenda

Scottish Mentoring Network & Glasgow Mentoring Network Spring Event 2010

9.45 am *Coffee and Registration*

10.15 am *Welcome & Introductions*

Jacqueline Thomas

10.25 am *An observation*

*The importance of supportive relationships at a time of recession
and rebuilding*

Alf Young
Journalist and
commentator

11am *The Mentoring Partnership*

*How the public sector is capitalising on the benefits of mentoring -
and an overview of the proposed "Certificate in Mentoring
Competence"*

Ann Campbell
Garth Associates

11.40am *Comfort Break*

11.55am *GMN 10th Anniversary Celebration*

*Snapshots of just a few of the most enduring and successful
mentoring initiatives in the last ten years – from the Mentors'
Perspective.*

Jacqueline Thomas
GMN

*New Deal
Healthy Organisations
Glasgow Homelessness Network*

Linda McQueen
Duncan Wallace
David Ramsay /
Introduced by Laura Rolinson

12.40pm *Introducing the SMN National Awards*

Iain Forbes
Strategic Development Manager
SMN

12.50pm *Dignity and Respect*

*What's happening to people in our care homes and can mentoring
play a part in improving their experience?*

Ghizala Avan

1.15pm *Lunch and networking*



Delegate List			
First name	Surname	Organisation/Occupation	E-mail address/Contact
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Kerry Stewart 2010

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Kerry Stewart 2010

Presentations



Mentoring Partnership Scotland

Garth Associates

How did it come about?

What is it?

- Target Audience

-Goals and Aims

-Quality Assurance

Certification

-Edinburgh Napier University

So how is it going?

- Networking dinner at the Scottish Parliament



- OCPAs mentoring programme
- Graduate programme

What next?

- new target audiences
- any questions?



Glasgow Homeless Network

Laura Rolinson

12 May 2010

Glasgow Homeless Network Peer Mentoring Programme



- Programme is funded through Glasgow Housing Association/ Set up in the memory of the late Bob Allan
 - Launched in July 2008
- 9 mentors graduated in the first year and 7 mentors graduated in year 2
 - Offering a unique service for people who are affected by homelessness
- Our mentors support participants on our Keys to Learn Courses.



Aims of the Project

- To develop and promote the role of peer mentoring as a route out of homelessness and social exclusion.
- To build the capacity of people affected by homelessness to provide structured mentoring support to others affected by homelessness.
- To design and develop a pathway model that would make this process one that enhances the well being and employability of both the mentors and the participants.
- To ensure that the peer mentoring programme is developed within an holistic understanding of homelessness (housing; opportunity; wellbeing) and its causes and impacts.





Our Mentors

- Receive training through Glasgow Mentoring Network
- Recruited through our members homelessness service providers
- Link in with our volunteering programme
- Aware of the barriers/issues people affected by homelessness face



Iain Forbes
Strategic Development Manager
SMN

Progress Update

- Growing Number of Local/Regional Networks
- First Thematic Networks launched
- Increased Membership
- National Strategic Partnerships
- Quality Awards
- Funding

EY 2010 Profile Raising Campaign

- SMN/ Befriending Network Scotland/ Mentoring & Befriending Foundation
- Mentoring and Befriending can help support people escape poverty, social exclusion and isolation
- Aim to increase public awareness and understanding



- Campaign Ambassadors sharing experiences
- Launch event
- Recognition Awards

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Dignity and Respect

....The UK population is ageing

- From 1983 to 2008 there has been an increase of 1.5 million people in the 65+ age group.
- By 2033 the number of people aged 85 and over is projected to more than double again to reach 3.2 million.

Source Office for National Statistics.

Ageism is “ a process of systematic stereotyping of and discrimination against people because they are old...Ageism allows the younger generations to see older people as different from themselves, thus they subtly cease to identify with their elders as human beings.”

(Butler, 197, cited in Matteson & McConnell, 1988: 482)

Is chronological age a marker of ability to contribute to society?

Learning differences are not noticeable until 70 years and over

Most of the elderly are fit & mentally & physically able

Alzheimer's Disease and other dementias affected less than 1.9% of people 65-69 years old & 29% of 85 years and over.

Ref: Henderson and Jorm (1986, cited in Jones, 1989:12)

‘When I lost my hearing, people started to ignore me. They didn’t treat me as a human being any more and then when I lost my eyesight there was nothing left’. ‘They never have time for us here – not even to say a word; its like we are nothing?’

Study Participants



What is dignity?

- Dignity consists of many aspects, involving respect, privacy, autonomy and self worth.
- A state, quality or manner worthy of esteem or respect; and (by extension) self-respect.
-

Dictionary definition.

Those who had positive contact with older people were less likely to believe that competence declined with age, and more likely to perceive commonalities between younger and older people. They were less likely to stereotype.

http://www.ageconcern.org.uk/AgeConcern/Documents/Ageism_Report.pdf

Is there a role for mentoring?

- Create opportunity for positive contact with older people.
- Finding ways in which older people feel they are needed.

Handouts



The Mentoring Partnership Scotland

The Mentoring Partnership Scotland (MPS) is a national mentoring service, which provides cross sector leadership development for senior leaders. Garth Associates Ltd manages the MPS on behalf of a wide range of public and private sector bodies which include the NHS, Scottish Enterprise, The Fire and Rescue Service, the HE sector, The Police Service, NDPBs, local authorities, PLCs and a private sector LLP.

The aims of the Mentoring Service are to create carefully matched mentor-mentee pairings, which are focussed on:

- improving the mentee's leadership capability and their business and political acumen
- sharing good practice across business sectors and encouraging new ways of thinking
- helping both mentors and mentees to extend and enrich their networks and partnerships

The mentoring service has three distinctive characteristics:

1. The participants will be drawn from the public, private and voluntary sectors. Each mentee will be matched to a mentor from an organisation/ sector that is different to their own. This will maximise the opportunities for new ways of thinking and will facilitate partnership working across Scotland
2. The calibre of the mentors will be quality assured via a unique, and demanding, assessment process
3. The service will be delivered free of charge by the mentors

The service is targeted at senior personnel, normally within the top 3 levels of the organisation. The MPS mentors and mentees currently include Board Chairs, CEOs, Directors, senior professionals and Heads of Service.

How does the mentoring service work?

Mentors and mentees sign up in cohorts of 60 participants. Each cohort has 30 mentors and 30 mentees.

The time commitment for mentors and mentees is approximately 1.5 – 2 hours every 4-6 weeks, with relationships lasting from 6-18 months.

The service also accommodates cross sector Peer Mentoring i.e. mentors who have broadly equal levels of leadership experience and skill are paired up. In these circumstances, each person takes a turn of mentoring the other.

For each cohort of 60 participants, a Matching Panel is set up to match the mentors to the mentees.

To assist this process, the mentors and mentees complete a questionnaire, which captures key information about:



- their skills, experience and background
- why they wish to participate in the Service
- the mentee's likely development goals
- the mentor's strengths and relevant know how

How is the quality of the mentors, and of the service, assured?

The approach to quality assurance is as follows:

- Each participating organisation is required to identify an 'MPS Sponsor' who will screen potential mentors against a set of criteria (See appendix 1)
- All mentors undertake a one-day mentoring skills development workshop
- All mentors are observed and assessed by an expert mentor from Garth Associates against the profile of mentoring competencies
- An independent expert evaluates all mentors' ongoing mentoring practice

Certification and qualifications

- If a mentor already has a recognised mentoring or coaching qualification, this may exempt him/her from some or all of the above.
- As part of their participation in the MPS, mentors can opt to undertake a nationally recognised mentoring qualification - the Certificate in Mentoring Practice (offered by Edinburgh Napier University in partnership with Garth Associates).

How much does it cost to participate in the mentoring service?

Mentors do not charge for their services. Each participating organisation in a cohort provides a minimum of 2 participants i.e. one mentor and one mentee. In this way, there is a "built in" pay back for the organisations who participate.

The costs are as follows:

For Mentors

- Participation in a one-day workshop, including lunch and provision of a Mentoring Resource Kit -£160 per person plus vat
- Participation in a one day follow up workshop including personal observation, assessment and feedback - £190 per person plus vat

For Mentees

- Participation in a half-day briefing session, including provision of a Mentee Handbook - £90 per person plus vat

Other costs such as travel are covered by the participating organisations.

There is no charge for matching.

There is no charge for maintenance or evaluation of the Mentoring Service.

Further information



If you would like to find out more or discuss the possibility of participating in the mentoring service please contact either Ann Campbell or Lesley Gallagher by phone or email.

Ann 01505 610848 07786 268785 ann@garthassociates.com

Lesley 01505 610848 07748 321724 lesley@garthassociates.com

Appendix 1

Criteria for selection of potential mentors

These criteria are designed to help MPS Sponsors select appropriate potential mentors from their organisation.

All potential mentors must have the ability to have effective 1-1, non directive, conversations. In particular, mentors need to be able to:

- 1. listen well and ask good open questions*
- 2. help and motivate mentees to find their own solutions*
- 3. give honest and direct feedback in a constructive way*
- 4. create a safe but challenging learning environment that suits the needs of the different types of people*
- 5. demonstrate good insight into their own strengths and weaknesses*

In addition, potential mentors must have some particular experience, expertise and know how to share that will support leadership development and collaborative working.

As the service is targeted at senior personnel, mentors are likely to be drawn from the top 3 levels of an organisation.



A guide to the Scottish Mentoring Network Website

www.scottishmentoringnetwork.co.uk

Our new site provides a wealth of information, advice and support for mentoring project coordinators and those interested in finding out more about mentoring in Scotland

www.scottishmentoringnetwork.co.uk allows our members to discuss, share and connect online with other members from projects across Scotland.

New features include:

Interactive Mentoring Map: Visitors to the site can search for mentoring projects and service providers across Scotland by theme or locality.

Members Section: members are able to complete an online profile about their project raising awareness of their work in Scotland and allowing them to connect with other projects in the Country. Profiles are automatically connected to other members working in the same locality and thematic area as your project/organisation.

Resources Section: our new much-improved resource section gives users quicker and easier access to the wealth of information available on our site. Resources can be searched for by type and/or theme.

We think that our new website is a significant step forward which enables our extensive community of members to meet and interact with each other, form new network connections, and share knowledge and good practice. Scottish Mentoring Network's role is to facilitate and support this engagement. By using the website in this way we feel that we are able to offer our members an improved service and help strengthen the practice of mentoring in Scotland.

If you are currently a member of Scottish Mentoring Network and not yet making use of your members profile on the site, please get in touch and we will be happy to show you how to make the most of all the useful features.

If you would like to become a member of Scottish Mentoring Network please complete the form in your delegate pack and place it in the box on the welcome desk

For further information please contact Sarah Rainey, Network Development and Support Officer at Scottish Mentoring Network on 0141 225 8001;
sarah@scottishmentoringnetwork.co.uk



SMN's website has been developed using Open Source Technology by David Kelly Design Office.

Employability/Youth Mentoring Project Case Study

The purpose of this case study template is to assess the positive impact that mentoring can have on mentees and mentors.

1.0 ABOUT THE PROJECT

Project Name: GMN's MENTORING FOR EMPLOYMENT PROJECT

Managed by: Glasgow Mentoring Network

Contact: Jacqueline Thomas

Email: enquiries@glasgowmentoringnetwork.co.uk

Tel No. 0141 204 0721

Project operating area : Glasgow

Overview

Glasgow Mentoring Network has been involved in delivering the employment mentoring programme for ten years. Over that time over 800 young people (18-24) looking for work have been matched with volunteer employment mentors drawn from a range of industries and sectors.

The aim of the **programme** is to provide independent, job-focused support to young people who have been unemployed for 6 months, supporting them towards securing employment in an area that matches their talents, skills and aspirations.

The programme doesn't work in isolation but alongside other employment provision, complementing careers advice, training and placement opportunities available in the mainstream.

Programme structure

The Programme is managed by GMN which in turn works in partnership with a number of organisations who take on the role of "Mentor Agent"; engaging with young people, sourcing mentors to meet individual needs and subsequently supporting each relationship created.

The Participants

Within the client group, the "profile" varies enormously, from those with no work experience and no clear idea of what type of work they want to do, to those with experience, qualifications and a specific job in



mind. What they all have in common is a clear understanding of what mentoring can offer in terms of support, encouragement, information on a number of employment destinations from an “insiders” perspective and, most importantly, an impartial listening ear.

For those who really are unsure of their ambitions, they understand that employment mentors can give them the opportunity to explore options and can help to keep them motivated and informed throughout their journey towards a satisfying and sustainable job.

Involvement is entirely voluntary. No client is coerced or conscripted. After hearing about the programme, the opportunities it affords and the responsibilities attached to taking part (turning up and engaging!), the decision to meet with a mentor is the client's own.

The Mentors

All of the mentors attached to this programme must have significant work experience. The vast majority are currently in employment. Some are in full-time education, having decided to make a career change. Others have taken a career break and have elected to spend time supporting others.

All must demonstrate the ability to work with young people in a very positive manner. There is an absolute requirement to be non-directive and non-judgemental. The ability to listen, motivate and encourage, alongside good knowledge of their industries/fields are essential.

The Process

Client engagement

Group sessions giving general information on mentoring and the programme are delivered by GMN's Mentor Agents, allowing the client to make an informed decision on participation.

These are followed by one to one interviews with each client who has expressed an interest, during which the mentor agent will find out more about their aspirations, needs, experience and all factors that will assist the agent in identifying the right mentor for that person.

Mentor recruitment/matching

Matching mentees with suitable mentor can be made on the basis of

1. A specific job, e.g. matching a young person who wishes to work in hospitality with an experienced hotel manager, or
2. More generically, e.g. matching a young person with no general direction with a mentor who has a good all round general knowledge of the world of work, and the ability to assist in goal setting etc.

To satisfy both demands, the project adopts a number of approaches to recruitment; head-hunting, to meet the specific need of a particular client, and general recruitment through advertising and word of mouth to develop a pool of generic mentors. Of course, generic mentors will each have their specialist area should a client wish that support in the future.



2.0 THE RELATIONSHIP

The mentoring relationship can last up to 6 months. That may include a transition to a job in which case the mentor can continue to offer support through that phase. The main focus will always be on getting the initial match right.

As Julia McVey, director of U-CanCoaching Services and GMN Mentor Agent says; "It's important to have a clear idea of the mentor's personality as well as their skills. We can gain that from the one to one meetings held with potential mentors. On average, it can take 2 to 3 months for the mentor to be matched but its essential that we get the right person for each of the young people who sign up to the programme."

Julia also stresses that, as well as meeting the needs of young people, an important part of her role is to ensure that mentors are supported. "Our role extends beyond building the Mentees' skills. It has to be about helping to develop our mentors. Sometimes mentors feel unsure of the actual impact they are having and building their confidence is vital. We need to ensure that our mentors gain from the experience too."

Julia goes on to observe that , "as well as mentors getting real "job- satisfaction", on several occasions, I've seen the mentor's confidence and ability grow as much as that of their mentees"

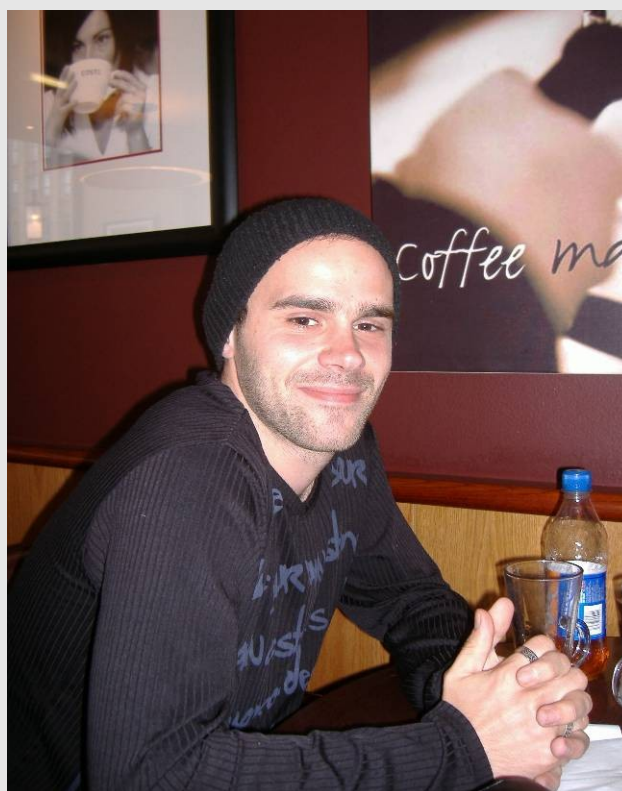
This paper was primarily put together to present the project from the clients' and the mentors' perspectives. What follows are extracts from conversations with both.

David, Mentee.

"Having dyslexia means that I can't work in call centres where jobs involve quickly digesting peoples names and telephone numbers. Fortunately I have had jobs that were more focused on face-to-face communication. A recent job placement I had involved finding work placements for clients.

Whilst I have been given career advice and help with my CV in the past, I felt like I did not yet have many career options. Nobody had asked me what job I would like to do. I do not want to be placed into a job role that was not suited to me and I would hate.

I was able to talk with my mentor Ally about my experiences at a work placement I was on. I told him what I liked about the role and what I didn't. He helped me look at the variety of jobs roles on my CV and cross things off that we realised weren't good options. I now know what I want to do and what I don't!"



David feels that he has learned to be more professional in his work placement and in future jobs. He also feels more confident in communicating with people who are older than him as result of having

Ally as a mentor.

He now has more enthusiasm for jobs that he never thought he could apply for and feels more confident in applying for these roles.

"I spoke to Ally about his social care job and we worked together in my job application for a social care organisation. Unfortunately I was told I did not have the qualifications for the role.

The application processes for some job roles is not the best and Ally has helped me to consider different options when I have hit trouble in my job search.

I think Ally and I were matched with each other because we both have an interest in care work. The fact that we are a similar age works well too. I thought the mentoring worked well for me.

On our meetings we would go for walks, visit Glasgow Modern Art Gallery or go to a coffee shop. It was nice and relaxed and not too formal.

My current goals are to take up studying again in something like English Literacy. I am also going to look for a job in recruitment as I like working with people".

Thoughts from the mentors:

Ally Nathani, Mentor.

"The main difficulty in being a mentor is finding the time to meet with my mentee! Otherwise I have really enjoyed it and feel it has been beneficial to both myself and David. I have seen David progress in the last six months. We have gone through goals and set a checklist. He has ticked many of the boxes.

We faced the hard times together, for example when his college course application didn't work. We moved on from these set backs and David has picked up job application skills.

It took a while to get my first mentee but I can see why. I think I have been matched well with my mentees.

I am often matched with mentees who are interested in music and in care work. These are my interests."



"David has taught me some valuable things. For example I would say my listening skills have improved. At the same time, being a mentor has given me practice at giving feedback. I have learnt that I can be active with my own personality when mentoring and in my care role at work. David has taught me that it is ok to bring humour into the job that you do and that it is ok to let your personality show through!."

Being a mentor helped to develop Ally's interest in Social Work and he has since been successful in securing a position at the Kibble Centre.

Emma Waine, Mentor.

Emma explains very clearly here why she wanted to be a mentor:

"I work as an artist and at an art gallery and framers in Glasgow 4 days a week. I love what I do now but initially I had a hard time going through university.

I did not enjoy art college down south. I tried another art course which did not suit me so left and obtained a job as a Support Worker for a year.

While working as a Support Worker my friend suggested I applied to do an art course in Aberdeen. Although I liked the thought of this, I did not feel confident about getting in. It took encouragement from my friends and family to apply and I was accepted!



I loved the course but if I hadn't had the support of the network that I did, I wouldn't have ended up doing what I am doing now..

Another reason I got into Mentoring was that I wanted to have more contact with people in my week. As a Support Worker I was used to talking to people and loved this aspect of the job. Working as an artist can be quite solitary so I looked on the Volunteer Centre website for a volunteer position where I would be meeting people.

I then met with Julia McVey (GMN mentor agent) who talked to me about what I wanted to get out of it and the possible pitfalls.

I have learnt quite a bit from Mentoring. I have realised that you can't expect miracles but I believe even meeting the mentees for one or two meetings can make a difference to how they feel about achieving their goals.

I worked with one mentee who wanted a job in social care. She had been a carer for her mother who was alcohol dependent and in and out of care. Another mentee felt that he had been forced into being an electrician and wanted to be a writer.

I have realised that lack of confidence and social skills is a problem for many people. Even phone calls are difficult for some and this gets in the way of their job search. Many young unemployed people have a bad reputation but they just need a chance in life and a good role model.

I have role played with some mentees in meetings. I have said "ok, so if you were to call up about a position what would you say?"

3.0 BENEFITS AND CHALLENGES

Benefits for the mentee

Mentees can gain the following out of meeting with a mentor:

- *"Confidence in communication"*
- *"Mentoring gives them the opportunity to meet someone who is more experienced than them at their chosen employment role".*
- *"Meeting someone understanding who has been through similar challenges can increase someone's self esteem and give them hope".*
- *"Talking to a mentor who is out with your social circle gives a new perspective."*

Benefits for the Mentor

For mentors, both Ally and Emma agree that mentoring is a break from your normal routine and teaches how to give honest and constructive feedback. Emma found this when she was giving advice to one of her mentees' around their CV. *"I had to learn to drip feed suggestions and never re-write their CV for them!"*

Emma enjoyed the mentoring role so much that she recommended it to a friend and he is now an employment mentor too!

The challenges

The mentors agreed that a future challenge of Mentoring could be making the time in their busy lives to carry on but, at present, the mentors don't feel like one hour every two weeks is too much.

For more information on the programme or the wider work of GMN, contact Jacqueline Thomas, Glasgow Mentoring Network, on 0141 204 0721 or email jacqueline@glasgowmentoringnetwork.co.uk

