



# NBRT Mentors Workshop 2020

---

# Day 1

---

Welcome

Quick Warmup

Mentors Job Card

Since Crown and Anchor – War stories before COVID-19

Mental Health First Aid

# Warm Up

---

Off to a breakout room

“What have you learnt about yourself during more remote working than normal?”

When we come back facilitators will introduce the group and talk about what the group has learnt

# Since Crown and Anchor

---

Last time we were together was at Ex Crown and Anchor. This is the opportunity to share our experiences, operational and mentoring.

# MHFA

---

Over to Tammie



# NBRT Mentors Workshop 2020

---

# Day 2

---

Welcome

Virtual Control Centres

Teams or People



# Virtual Control Centres

---

Experiences from our group



# Teams or People

---

This section will look at some of the underlying reasons IMTs and individuals may not be fully performing.

# Teams or People

---

Functional	An organisational group that reports to a single boss and that may or may not have to work together to meet the groups goals
Cross -Functional	A group made up of team members from different functions across the organisation whose time is dedicated partially to the team efforts and partially to other functional responsibilities
Tiger	A group made up of team members from different functions across the organisation whose time is totally dedicated to the teams efforts
Ad-hoc or task force	A temporary group put together to solve a particular problem or explore a particular opportunity
Committee	An ongoing group that develops and monitors a particular philosophy, policy or set of practices

Functional	An organisational group that reports to a single boss and that may or may not have to work together to meet the groups goals
Cross –Functional	A group made up of team members from different functions across the organisation whose time is dedicated partially to the team efforts and partially to other functional responsibilities
Tiger	A group made up of team members from different functions across the organisation whose time is totally dedicated to the teams efforts
Ad-hoc or task force	A temporary group put together to solve a particular problem or explore a particular opportunity
Committee	An ongoing group that develops and monitors a particular philosophy, policy or set of practices

How might people perceive an IMT? Are there multiple definitions that fit?

# 8 Problems Teams encounter

---

1. Absence of team identity.
2. Difficulty making decisions.
3. Poor communication.
4. Inability to resolve conflicts.
5. Lack of participation.
6. Lack of creativity.
7. Groupthink.
8. Ineffective leadership.

# 8 Problems Teams encounter

---

1. Absence of team identity.
2. Difficulty making decisions.
3. Poor communication.
4. Inability to resolve conflicts.
5. Lack of participation.
6. Lack of creativity.
7. Groupthink.
8. Ineffective leadership.

**Break into 8 groups**

**Each group will pick one of the problems**

- **When have you seen this**
- **What was the problem**
- **What was done or did people just try to live with it**
- **How was the issue perceived by other people**

Quick Break

# People

---

1. an employee doesn't know what is expected because goals and/or standards or workplace policies and consequences are not clear (or have not been set)
2. interpersonal differences
3. there is a mismatch between an employee's capabilities and the job they are required to undertake, or the employee does not have the knowledge or skills to do the job expected of them
4. an employee does not know whether they are doing a good job because there is no counselling or feedback on their performance
5. lack of personal motivation, low morale in the workplace and/or poor work environment
6. personal issues such as family stress, physical and/or mental health problems or problems with drugs or alcohol
7. cultural misunderstandings
8. workplace bullying.



In groups, discuss and identify

- The most difficult reason for a mentor to detect.
  - The easier reasons for a mentor to influence a positive outcome.
- 

1. an employee doesn't know what is expected because goals and/or standards or workplace policies and consequences are not clear (or have not been set)
2. interpersonal differences
3. there is a mismatch between an employee's capabilities and the job they are required to undertake, or the employee does not have the knowledge or skills to do the job expected of them
4. an employee does not know whether they are doing a good job because there is no counselling or feedback on their performance
5. lack of personal motivation, low morale in the workplace and/or poor work environment
6. personal issues such as family stress, physical and/or mental health problems or problems with drugs or alcohol
7. cultural misunderstandings
8. workplace bullying.

# People

---

1. an employee doesn't know what is expected because goals and/or standards or workplace policies and consequences are not clear (or have not been set)
2. interpersonal differences
3. there is a mismatch between an employee's capabilities and the job they are required to undertake, or the employee does not have the knowledge or skills to do the job expected of them
4. an employee does not know whether they are doing a good job because there is no counselling or feedback on their performance
5. lack of personal motivation, low morale in the workplace and/or poor work environment
6. personal issues such as family stress, physical and/or mental health problems or problems with drugs or alcohol
7. cultural misunderstandings
8. workplace bullying.

# Developing options for Mentors

---

4 groups, 2 groups addressing team issues, 2 people

Issue will be given to you

Discuss in your group

- How would this become evident?
- Is the mentor role supposed to influence this problem or is this something better referred to a different line or permanent manager?
- How and what do you think you might do?



# NBRT Mentors Workshop 2020

---

# Day 3

---

HBDI – Thinking About Communicating

Mentoring Remotely

HBDI

# Mentoring Remotely

---

How are people mentoring, managing, behaving at a distance

A couple of examples from our own history



# Mentoring Remotely

---

Break into 3 groups.

Appoint a spokesperson who will feed back on the following conundrum

***What are the challenges with mentoring someone in an operational situation remotely***

# Open Forum

---

*Mentoring at a distance – will it work?*



# NBRT Mentors Workshop 2020

---

# Day 4

---

MHFA session 2

Wrap up and feedback process

MHFA

# Wrap Up

---

Whiteboards / emails / chats

Feedback

*People acting together as a group  
can accomplish things that no  
individual acting alone could ever  
hope to bring about*

- FRANKLIN DELANO ROOSEVELT