

The Power of Mentorship in the Workplace

Session 1



Access the Interactive Polls!

WEB: pollev.com/carriejankow067

TEXT: carriejankow067 to 22333

Slide 4:

Using one word, enter a trait of an effective leader.



Slide 6:

Please complete the mentor poll.



Slide 15:

What is your conflict management style?



Motivational Interviewing Skills

Open-Ended
Questions

Affirmations

Summary
Statements

Reflections

Listen to Understand

The Power of Mentorship in the Workplace

Session 1

Table Practice Case Scenario

Read the scenario below and then discuss your answers to the four questions.
Identify one person to speak on behalf of the team.

Janie has been working as a team leader for a year and half and enjoys her work at DDS because she feels like she is making a difference in the lives of people with disabilities. She is still gaining confidence in her leadership role and often feels like her quiet and shy personality has sometimes made it difficult for her to effectively manage conflict on her team.

During the team meeting today, Janie shared a new form that the agency wants every case manager to complete after visiting the individuals.

After seeing the form, Amanda immediately groaned loudly and started complaining about the additional work and saying, "Administration never understands how much paperwork we have to do, I am not doing one more stupid form."

Clark quickly jumped in to join Amanda's complaints. Andi said "Come on guys, we need to give this form a chance. It might not be that hard."

Amanda interrupted to say, "Oh of course, Andi you always side with the bosses. You are probably going to run into the director's office and tell her thank you for giving us more work."

Beth and Talia slowly scooted their chairs away from the table and began scrolling on their phones.

Janie is frustrated that, yet again, she feels like she has lost control of the conversation. Everyone on this team has such different personalities!

With whom do you identify within this scenario?

What would be a more effective strategy for communicating your needs in this situation?

What could Janie do to ensure healthy team collaboration and empathic listening?

If the form must be used, what are some leadership strategies that Janie could use to both support her team and advocate for her team's perspectives?

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Session 2



Access the Interactive Polls!

WEB: pollev.com/carriejankow067

TEXT: carriejankow067 to 22333

Slide 4:

Using one word, enter a trait of an effective leader.



Slide 7:

Please complete the leadership poll.



Slide 15:

What is your conflict management style?



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Session 2

Table Practice Case Scenario

Read the scenario below and then discuss your answers to the four questions.
Identify one person to speak on behalf of the team.

Janie has been working as a team leader for a year and half and enjoys her work at DDS because she feels like she is making a difference in the lives of people with disabilities. She is still gaining confidence in her leadership role and often feels like her quiet and shy personality has sometimes made it difficult for her to effectively manage conflict on her team.

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Beth and Talia slowly scooted their chairs away from the table and began scrolling on their phones.

Janie is frustrated that yet again she feels like she has lost control of the conversation. Everyone on this team has such different personalities!

With whom do you identify within this scenario?

What would be a more effective strategy for communicating your needs in this situation?

What would healthy team collaboration and empathic listening look like in this scenario?

If the form must be used, what could you do to help the team move forward in a positive and constructive way?
