

### NON-DIRECTIVE

- Deep listening
  - Summarising and reflecting
  - Good questions to clarify and raise awareness
  - Bringing the conversation into the here and now
  - The use of self
  - Offering encouragement and support
  - Providing challenge
  - Giving feedback
  - Presenting scenarios and options
  - Reframing
  - Making suggestions
  - Offering guidance
  - Giving advice and input
  - Instructing
  - Telling/showing
- Helping someone solve their problems
- Solving someone's problems for them

### DIRECTIVE

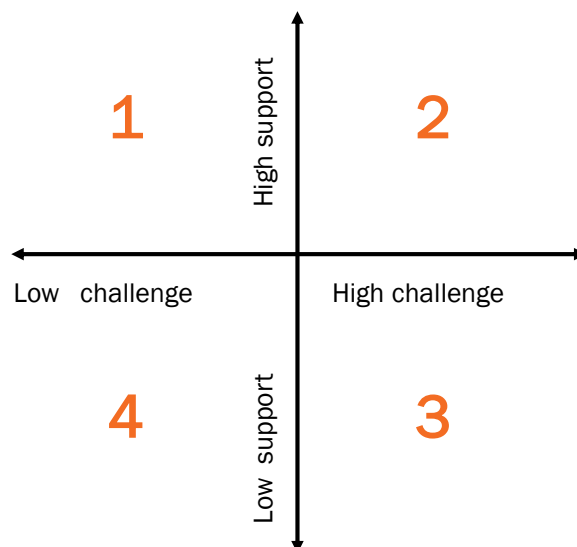
# TOOLS FOR MENTORING



Adapted from Andrée Freeman, CPAS Arrow Programme

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## POSSIBLE PHASES OF THE MENTORING RELATIONSHIP



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