

# Egan's skilled helper - a model for mentoring

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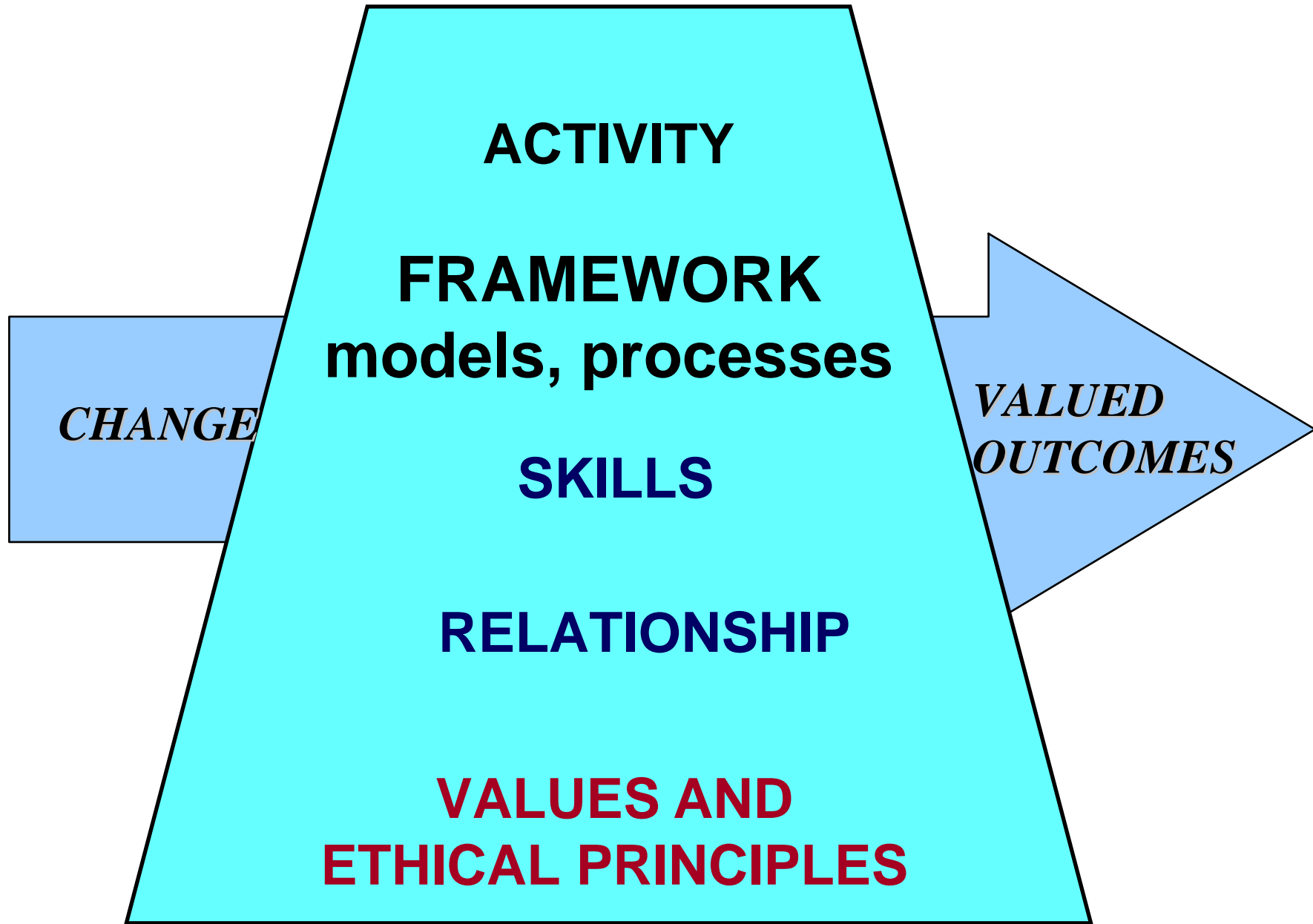
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Mentoring in Medicine  
Conference 2004

# Aims of workshop

- to describe Egan's model, and how we teach this to mentors
- to review the skills needed at each stage of the model
- to share experiences of using Egan's model



# The Natural Problem-Management Process

!! being aware of an issue

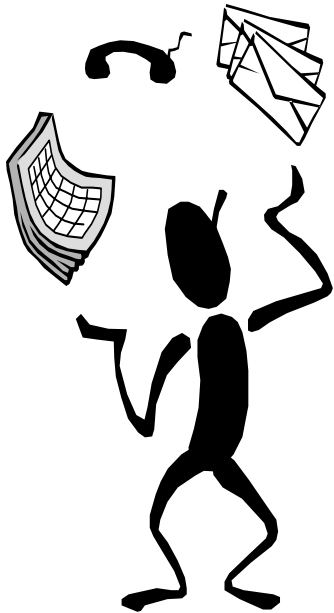
>having a sense of urgency

>looking for remedies

>realising the cost of pursuing  
solutions

>weighing choices

>deciding to act (intellectually &  
emotionally)



Julia Pokora

(after Egan)

# What is mentoring? - Egan's view

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- helping someone 'manage their problems more effectively and develop unused or underused opportunities and resources more fully'
- helping someone 'become better at helping themselves in their everyday lives'



# THE SKILLED-HELPER MODEL

(Egan, 1998)

Stage 1:  
Current  
Scenario

**What's  
the  
present  
state of  
affairs?**

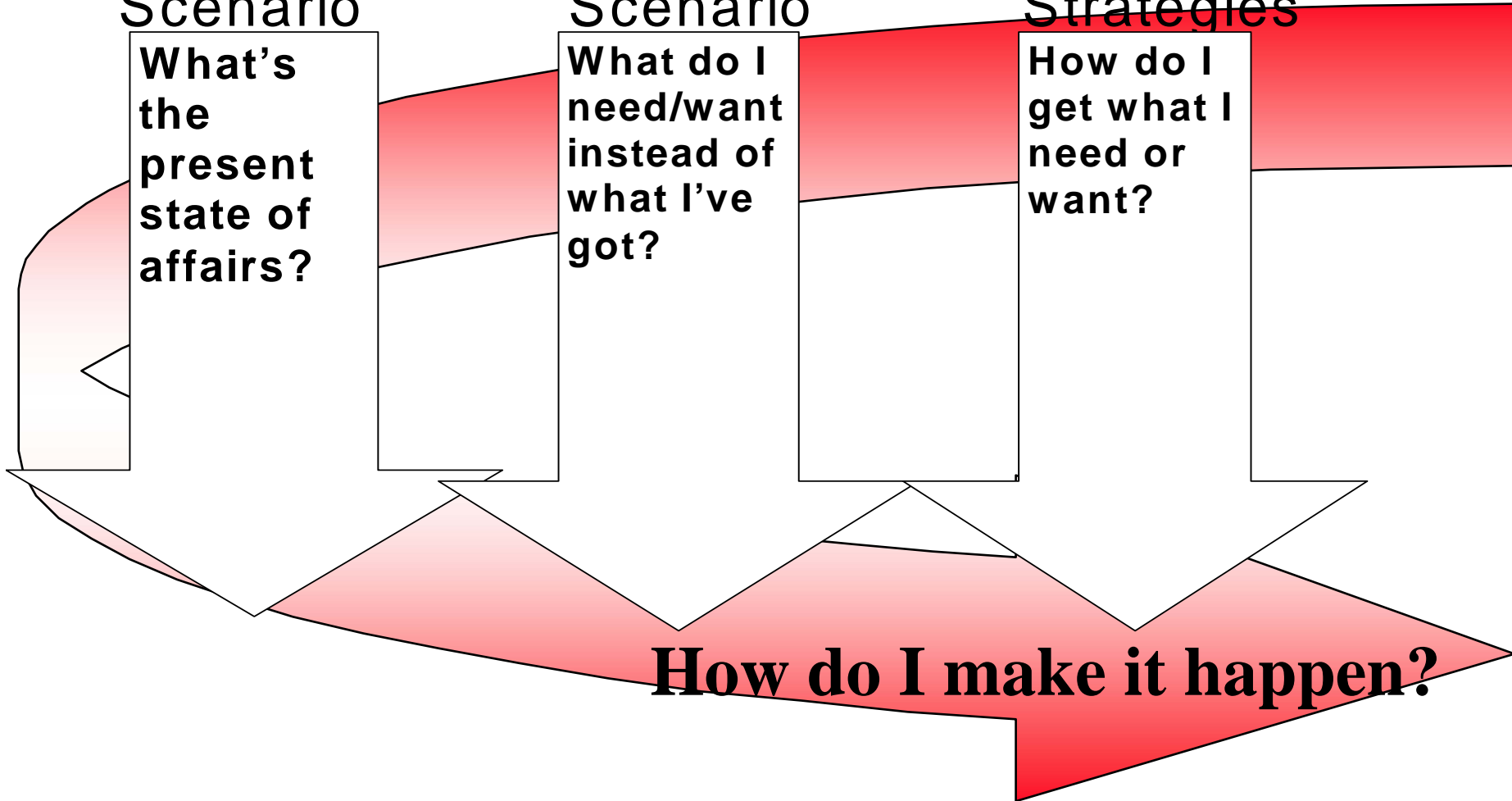
Stage ii:  
Preferred  
Scenario

**What do I  
need/want  
instead of  
what I've  
got?**

Stage iii:  
Action  
Strategies

**How do I  
get what I  
need or  
want?**

**How do I make it happen?**



# The Skilled Helper Model (Egan 1998)

**Stage I**

**Current Scenario**

Story



Blind Spots



Leverage



**Stage II**

**Preferred Scenario**

Possibilities



Change  
Agenda



Commitment



**Stage III**

**Action Strategies**

Possible  
Actions



Best Fit



Plan



# STAGE 1 CURRENT SCENARIO

what's going on?



what's really going on?



what will you take forward to work on ?

telling  
the story



clarifying  
blindspots



choosing  
leverage

# STAGE 1 CURRENT SCENARIO

what's going on?



what's really  
going on?



what will you  
take forward to  
work on ?

What skills does  
the mentor need  
at each stage?

How might these  
be developed?

# What is going on now?

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## What's going on?

attending, listening

understanding, summarising

responding

## What's really going on?

probing, challenging e.g. patterns

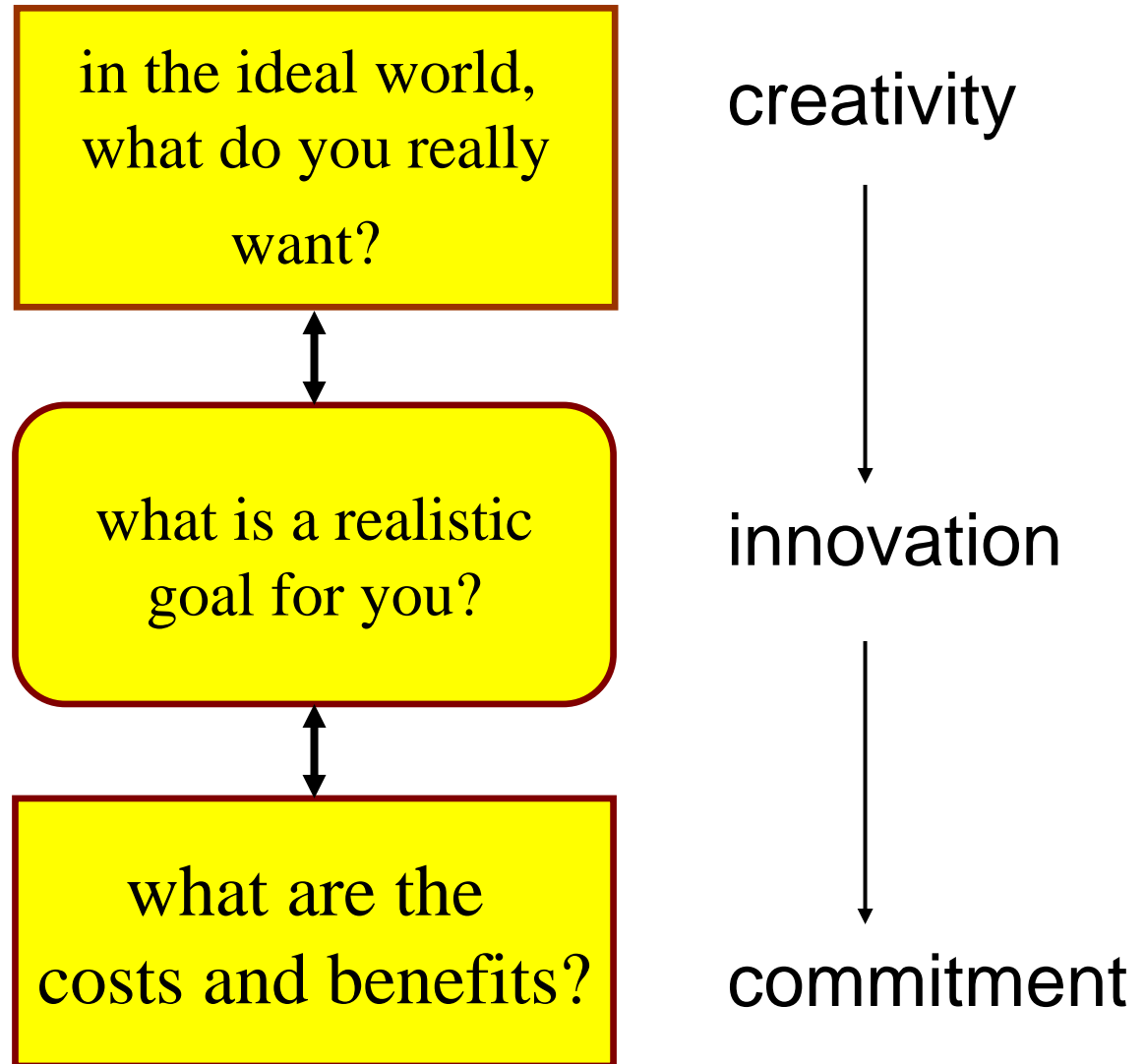
perceptions, blind spots, strengths

## What can you work on?

Where's the pay-off

Which bit is urgent or important for you?

# STAGE 11 PREFERRED SCENARIO



# STAGE 11 PREFERRED SCENARIO

in the ideal world,  
what do you really  
want?



what is a realistic  
goal for you?



what are the  
costs and benefits?

What skills does  
the mentor need  
at each stage?

How might these  
be developed?

# What do you really want?

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## What would be wonderful?

brainstorming the ideal

## What could you change?

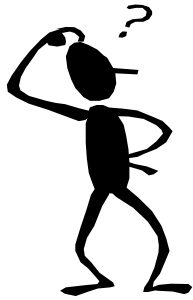
finding & refining a 'SMART' goal

## Are you committed?

Balance sheet/forcefield analysis  
What helps or hinders in you, others  
and circumstances?

# STAGE 111 ACTION STRATEGIES

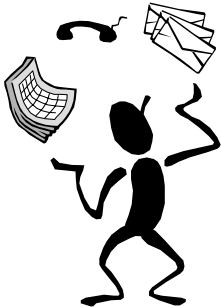
adapted from Egan 1998 The Skilled Helper



101 ways  
to achieve  
your goal?



which is the  
best for you?



what is  
your action plan?

Possible  
Strategies



Chosen Action



Implementation  
Plan

# STAGE 111 ACTION STRATEGIES

adapted from Egan 1998 The Skilled Helper

101 ways  
to achieve  
your goal?



which is the  
best for you?



what is  
your action plan?

What skills does  
the mentor need  
at each stage?

How might these  
be developed?

# How are you going to achieve it?

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## What strategies could you use?

brainstorming possible strategies

## Which one is the best fit for you?

finding the most useful strategy -  
balance sheet

identifying other possibilities

## What's the plan?

What and by when? - time line

Contingency plans

# Aims of workshop

- to describe Egan's model, and how we teach this to mentors
- to review the skills needed at each stage of the model
- to share experiences of using Egan's model



# What do I need to become a good mentor?

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## Skills

listening  
empathic challenging  
developing wider vision  
goal setting & testing commitment  
developing strategy  
planning

## Experience of Mentoring and being mentored

better understanding of ourselves  
ability to learn together & aim for a  
more positive future