

Telephone mentoring

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Telephone mentoring- is it a viable alternative to face to face mentoring?



Telephone mentoring SWOT analysis

- Strengths
- Weaknesses
- Opportunities
- Threats



Telephone mentoring Strengths

- Convenient
 - Time
 - Cost
 - Travel
- Less threatening
- Private
- Familiar surroundings
 - Relaxed
- Easy to write at the same time
- Easier to be more focussed



Telephone mentoring weaknesses

- Silences
 - Legitimate?
 - How long?
- What is going on?
 - Involvement?
 - Fantasy?



Telephone mentoring opportunities

- Easy access
- Privacy -> more disclosure
- Anonymity-> easier to talk
- No distraction from appearance/body language
- Can be used one to one and in groups



Telephone mentoring: threats

- Might be overheard (also applies to face to face)
- Expenses (also applies-more –to face to face)
- Private mentoring (also applies to face to face)



Telephone mentoring



How do you know how the mentee is feeling when there is no visible body language?

Telephone mentoring

- Language: words used and way of saying them
- Tone of voice
- Silence
- Speed of talking
- Emotions: tears; laughter; anger; fear etc
- Empathy

Can all be detected by using the telephone

Telephone mentoring Practicalities

- Telephone with a headset and mute button
- Quiet room
- Can take notes
- Prepare for the call (mentor and mentee)
 - Focus
 - Few minutes quiet
 - Comfortable
 - Answer with a smile



Telephone mentoring

Conclusion

- It's easy
- Convenient
- Saves money
- Saves energy
- Saves time
- No geographical limitations
- Encourages disclosure by the mentee
- Less distraction
- More private



Telephone mentoring Exercises

1. When you talk on the telephone to patients or social contacts begin to notice how you know what is going on even without seeing the body language.
2. Sit back to back with someone and tell them something about a challenge in your life, or just something that happened to you today. Notice how you feel both as the mentee and the mentor

Telephone mentoring

Use it

Do it



Telephone mentoring:

WORKS



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