

A PACT Project

Mentor Training

Purpose

For experienced ambulance officers to improve their mentoring and on job coaching of new ambulance officers and students.



Outline

A three day face to face, highly interactive workshop training programme covering mentoring and on job coaching skills specifically tailored to the needs of ambulance officers. The programme emphasized the application of skills while on the job and the path to becoming a really effective mentor and made extensive use of exemplar video models and self and peer based video feedback.

The course covers initially the foundation skills for mentoring before looking at these in context. The course includes:

- Effective questioning and listening
- Giving feedback
- Reviewing and planning
- Demonstrating and observing
- Debriefing
- Strategizing
- Recording and reporting

Feedback indicates that the programme is being effective in both lifting the standard of mentoring and the satisfaction of those being mentored.



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