



Mentoring Training Course 27 April – 22 June 2010

Lectures: Tuesdays & Fridays (1715hrs-2030hrs) **Venue:** The University Residence, Robert Mifsud Bonnici Street, Lija

27 April	30 April	04 May	07 May	11 May	14 May	18 May	21 May
25 May	01 June	04 June	08 June	11 June	15 June	18 June	22 June

Although we will do our utmost not to change these scheduled dates once course has started, kindly note these are subject to change

AIM AND CONTENTS OF THE COURSE

This 48-hour course is designed to enable participants to combine different skill areas to becoming a competent Mentor able to help and support people to further their personal development, manage their learning, develop skills, improve their performance thus maximizing their potential. The course follows a step by step, module-by-module approach. Participants will be tested at the end of the course by way of an examination which leads to accredited certification enabling application for membership of the Maltese Mentoring Society. Accredited mentors also have the opportunity of applying for full membership of the European Mentoring and Coaching Council – Malta (EMCC- Malta) thus opening up a vast array of professional opportunities.

THE COURSE CO-ORDINATOR & TRAINERS

Paul Dalli B.A. (Hons) Acc., FIA, CPA, AMRSH, Dipl. PHI (Trainer & Course Manager)

He studied at the University of Malta where he qualified as a Public Accountant. He followed several courses abroad. He started his career in the Public Service as a Health Inspector, and then moved to the general service as a Principal Officer at the Department of Trade. He then started and managed his own private companies, one specializing in medical equipment and products, another running a clinic offering dialyses treatment to foreign visitors and another running retail outlets. He also took a lecturing post at MCAST in Managing Financial Resources to second year BTECH 2nd year HND students.

Joseph Montebello MBA (Employment Relations) Leicester (Trainer)

He has worked in top managerial positions for the last 25 years with foreign companies in the manufacturing industry. He serves as a Research Fellow with the University of Malta's Centre for Labour Studies. He serves as a Council member of the Federation of Industry and is an active member of the FOI's Human and Social Policy Working Group since 1990. He represents the FOI on EU's Advisory Committee for Vocational Training and the Advisory Committee for Free Movement of Workers.

David Calleja Urry Dip.BM, Dip.BS, A.M.I.M. (Trainer)

He has worked in the Private sector for the last 25 years with a number of leading Local Enterprises – at Barclays Bank International, Mekanika Ltd where he worked and headed the Accounts, Shipping, Sales & Administration Departs, Paolo Bonnici Ltd, P.Cutajar & Co. Ltd, Galleria Management Ltd & Collis Williams Ltd. Within this sector he has moved from a Sales and Marketing Manager to General Management. At the moment he is Chairman of GS1 Malta, the leading standards body globally. He is also a founder member of E-Foundation - running MBAs in E-Commerce, and a founder member of the Maltese Mentoring Society. He has run courses under a number of Government projects.

John Abela (Trainer)

Has over 40 years experience in administrative, sales, manufacturing and the service industry. He has travelled to many places attending several training courses with multinational companies. He was a catalyst in promoting and opening innovative services in the North African region. He is retired and has dedicated himself to Mentoring and also is a part-time project implementer with Outlook Coop, introducing Cooperatives in Secondary Schools within a programme promoted by the Education Department.

Joseph Tanti MSc (HRM) Strathclyde, MHCIMA, CHE. Dip. Hotel Mgt., Dip. Ad. Tr. & Dev. (Trainer)

Has over 25 years of experience in the tourism industry, 12 years of which has been in the fields of tourism education and training, human resource development. He is a Licensed NLP Practitioner by the American Board of NLP (ABNLP), and Certified Hospitality Educator (CHE) of the American Hotel & Motel Association (AHMA). He is also on the list of "expert evaluators" for the European Commission in relation to Vocational Education and Training Projects. Used to form part of the MTA, as Head of Industry HR Development. He was also a senior lecturer at the International Hotel Management Institute, Lucerne.

Margaret Attard Maltese Mentoring Society and EMCC (MALTA) (Examiner)

Taught for 5 Years at Sliema Girls Primary School. Left the teaching profession to join family business first as mentor then as a full time partner. Travelled extensively to attend business fairs, workshops and conferences and several courses. She is the Secretary and founder member of the Maltese Mentoring Society.

Mariella Azzopardi Maltese Mentoring Society and EMCC (MALTA) (Course Auditor)

Worked for a couple of years in the Administration Department at the Dragonara Palace Hotel and was also Personal Assistant to the Managing Director. During this time also helped in the family business in the Sales Department. Later on joined on full time basis the family business and now is Managing Director of the said business, which involves distribution of Consumer Batteries and photographic goods and equipment. Is also a Director of a Trading company and thus travels a lot especially to Italy. She is founder member of the Maltese Mentoring Society and presently the Treasurer of the Malta Association of Women In Business.

PROGRAMME

Introduction – An Introduction and Assessment of the Process [6hrs]

The Origins of Mentoring - A Brief History

- Outline & Background of Mentoring

Organizational Purpose and the Mentoring Relationships

- Mentoring – Training & Facilitation
- Mentoring Theories
- Mentoring Approaches
- Putting it into Application
- Self Assessment

Understanding the Characteristics of a Mentor – Knowledge and Skills Profile [9hrs]

Characteristics of a Mentor

- The Characteristics of a Mentor
- Personality Types and Mentoring

Mentor's skills

- Tasks & Roles of the Mentor
- Mentor / Mentee Experience
- The Characteristics of having a development conceptual framework

Learning Styles

- Development of Skills
- Dealing with negative attitudes.

Building and Managing the Mentoring Relationship - Purpose and Types of Mentoring Programs [21hrs]

Mentoring Objectives & Why do people become Mentors?

Mentoring – A Partnership approach

Supervising and Mentoring

Managing the Mentoring Relationship

Situational, Formal & Informal Mentoring

Elements of the Mentoring Process

Individual Career Planning & record keeping

The Communication Process

What do Mentees expect from a Mentor?

Evaluating the Process and Outcomes of Mentoring

The Life Cycle

Completing the Process – Creating Closure

Understanding the Hospitality Industry – Change & Innovation [9hrs]

What it takes to sustain the mentee's development in a changing industry

- Motivating Factors to career development – Developing Leaders

The Development Plan

- Environmental Factors & the support Environment
- Developing the new product/service
- Market Research
- Producing the new product/service
- Managing your career

Current Enterprise Skills Training [3hrs]

Current Enterprise Skills Training – resources & references

- Typical Entrepreneurship Training Skills for Business Start-Ups.

Final Assessment & Panel Discussion

- All participants will be provided with all necessary handouts and course notes however are advised to attend for all sessions.
- Course Examiner shall elect to attend some sessions and also be present during the last session.
- A 1-hr multiple choice exam will be given on last day of course. This will be corrected and results delivered by the end of the session.
- During the remaining part of the last day of course there will be a Panel Discussion and practicing Mentors and a couple of Mentees will be invited to take part. A personality will be invited to carry out the discussion.

CERTIFICATE

Participants who attend at least 80% of the sessions will be awarded a Certificate of Attendance issued by MUC in collaboration with the Maltese Mentoring Society.

This course will open many opportunities: It gives the qualification to be able to offer mentoring services and the necessary accreditation to become full member of the Maltese Mentoring Society. Also Accredited Mentors may also wish apply for full membership with the European Mentoring and Coaching Council-Malta (EMCC-Malta). Local European Social Funded Projects as well as a number of other European Programmes offer a vast number of opportunities for those who wish to practise this profession therefore the Mentor has the prospect to share and practice what he has learned. Once becoming Members of the Society he becomes part of a local practicing Mentoring Network. The Mentoring Accreditation will entitle him to become part of a larger Mentoring organisation – the European Mentoring and Coaching Council through EMCC-Malta. This will further enable him to network internationally on a European level. But most importantly, the course will lead mentors to help and support people to manage their own learning in order to maximize their potential, develop their skills, improve their performance, enrich their knowledge and become the person they want to be. This course has been accredited with 48 hours of structured CPE and qualifies for the attainment of Professional Competencies (Practice Management) in terms of the Malta Institute of Accountants (MIA) Continuous Professional Education Regulations.

COURSE FEE, REGISTRATION AND CONTACT INFORMATION

€uro 370 - Cheques to be made payable to Malta University Consulting Limited. Registration Deadline: 19 April 2010

For further information kindly contact:

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