

## Mentoring: A Skill Building Course (MSB)

**COURSE NUMBER**     **FAA01200012**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7154

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### DESCRIPTION AND LEARNING STRATEGY

The FAA recognizes that effective mentoring is an important part of the culture of high performance organizations. For this reason, Flight Plan goals in the Organizational Excellence area include the development of a national mentoring program to promote employee development. Mentoring behaviors are also inherent in several competencies of the FAA Managerial Success Profile. This highly interactive course supports that program by building the skills that prospective mentors need to conduct successful sessions with their mentees.

Methodologies include lecture, discussion, small and large group activities, self-assessment, and skill practices.

### OBJECTIVES

- Use an approach focused on developing mentee abilities that can be used in a wide variety of situations.
- Avoid non-productive and overly directive mentor behaviors.
- Develop six essential communication skills.
- Help the mentee to develop eight advanced analytic and relationship skills.
- Effectively conduct the first three mentoring sessions.

### KEY COMPETENCIES

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| <ul style="list-style-type: none"> <li>• Building Alliances</li> <li>• Communication</li> <li>• Developing Talent</li> </ul> | <ul style="list-style-type: none"> <li>• Interpersonal Relations and Influence</li> <li>• Problem Solving</li> </ul> |
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This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

### CLASS SIZE

20 participants

### LENGTH

1½ days  
 (Class times vary.)  
 12 hours

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

FAA Managers

### ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Managerial Coaching and Mentoring (FAA01299)