

### **Active Listening Skills for Mentors: (VHS/DVD)**

'Active listening skills for Mentors' is a *15-minute video*, available on DVD or VHS and is used by major companies like Rolls Royce and John Lewis use this video to train their mentors.

*'Thanks very much for the video. We use it in a variety of ways, in classroom based training for mentors and as an individual open learning resource. There's very little on the open market for questioning skills and almost nothing as far as mentoring resources are concerned so it's nice to have something to fill the gap.'*

Maureen McHugh, Learning and development manager, John Lewis.

The video has 10 sections, each with video clips illustrating the key skills listed below, using a real life mentor/mentee pair, to make it a realistic and useful video:

- Open questioning
- Probing
- Reflecting
- Challenging
- Summarising
- Being comfortable with silence
- Combining all six skills (Open questioning, probing, reflecting, challenging, summarising and being comfortable with silence)
- Choosing the medium of communication, such as email or face-to-face
- How to use body language when mentoring
- How not to do it (a humorous look at how not to mentor someone)

A free 5-page trainers' guide is also included, giving you all the information you need to know to run a 80-minute interactive training workshop on 'Active listening skills for mentors'.

Visit [www.qiskills.co.uk](http://www.qiskills.co.uk) to view free previews of some of the Active Listening video clips by accessing the demonstration of our online mentoring skills programme.

The DVD costs £250 (plus VAT at 17.5% for organisations in the EC) with a 10% discount for orders over £10,000. You can call one of the Qi Concepts team on +44 (0) 115 8492769 who will be happy to take your order. The VHS version is available in both NTSC (mainly USA) or PAL (mainly Europe) versions. We can take payment by corporate credit card, bank transfer or Paypal.