

**wbs**

WARWICK BUSINESS SCHOOL  
THE UNIVERSITY OF WARWICK

**For the  
Open  
Minded**

# **WBS Alumni Mentor**

User Guide

# Logging in to the Alumni Mentor

- Go to: [WBS Mentoring Training Module](#)
- Enter the username and password that you use for WBS, and click 'Sign in'.
  - If you do not know your password (or username), you can reset/set-up using your Alumni Number and date of birth (DOB).  
To regain access; click "Forgotten Password" (this includes forgotten username) and follow instructions using your alumni number and DOB. See email for your alumni number or at the bottom of your alumni newsletter.
- If you have any problems logging in, please email: [helpdesk@wbs.ac.uk](mailto:helpdesk@wbs.ac.uk)

# The course homepage

## Welcome to our WBS Mentoring Professional Development Programme

WELCOME

As you may be aware, this is a self-funding programme, supported by the business school and lead by a volunteer WBS steering committee. The committee is made up of a committed group of mentors from the WBS alumni community.

To date in 2014 the programme has helped over 350 individuals and at present we have 220 mentees on the programme supported by 140 mentors ... with many more mentors in our mentor pool and others joining.

Prompted by winning an external national award last year and to ensure consistency and quality that is not only associated with this programme but also what we come to expect of the business school we have introduced professional development for ALL mentors, from 2014.

To become a mentor on the WBS mentoring programme, we require you to complete a one day professional workshop or complete this online version that you're about to embark on with Professor Bob Thomson, Professor of Practice, Organisation & HRM.



NOTICES

INTRODUCE YOURSELF

We encourage you to comment, ask questions and discuss the material. Please take a moment to introduce yourself!

[READ MORE...](#)

0

WBS DEFINITION OF MENTORING

Learn about the WBS definition of mentoring.

[READ MORE...](#)

GETTING STARTED

To get you started, we recommend that you download and read this illustrated guide to the course website and content.

[READ MORE...](#)

COURSE STRUCTURE & PROGRESS

Lesson 1 The Basics of Coaching															
							L2	L3	L4	L5	L6	L7	L8	L9	L10
1.1	1.2	1.3	1.4	1.5	1.6		1...5	1...1	1...5	1...5	1...1	1...8	1...6	1...2	1...4
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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# Menu bar

The menu bar appears as a header on every page

Click here to sign out of the Business Booster

WBS : LX /

Alumni Mentors ▾

Course Overview ▾



These two buttons will always bring you back to the homepage

Access the Course Overview and Lessons

Go to this menu to view and change your user profile

# Welcome section

## Step 1: Watch the Introductory video by Donna Curtis and Bob Thomson

The screenshot shows the 'Welcome to our WBS Mentoring Professional Development Programme' page. The page includes a navigation bar at the top with 'WBS : LX / Alumni Mentors / Course Overview'. The main content area features a heading, a paragraph about the program's funding and steering committee, a paragraph about the number of mentees and mentors in 2014, a paragraph about the program's quality and professional development, and a paragraph about the requirements for becoming a mentor. A video player is embedded in the center, showing the WBS logo and a play button. The video player controls show a progress bar, a play button, a volume icon, and a full-screen icon. The video duration is 2:29. There are four callout boxes with instructions: 'Minimise/maximise the welcome section' pointing to the top right corner, 'Click here to watch the video in full-screen' pointing to the full-screen icon, 'Click 'play' to watch the course introduction' pointing to the play button, and 'Adjust the volume settings of the video.' pointing to the volume icon. A 'Module synopsis' callout points to the main text area.

WBS : LX / Alumni Mentors / Course Overview

### Welcome to our WBS Mentoring Professional Development Programme

As you may be aware, this is a self-funding programme, supported by the business school and lead by a volunteer WBS steering committee. The committee is made up of a committed group of mentors from the WBS alumni community.

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To become a mentor on the WBS mentoring programme, we require you to complete a one day professional workshop or complete this online version that you're about to embark on with Professor Bob Thomson, Professor of Practice, Organisation & HRM.

Module synopsis

Minimise/maximise the welcome section

Click here to watch the video in full-screen

Click 'play' to watch the course introduction

Adjust the volume settings of the video.

# Module structure and progress

## Track your progress through the module

Minimise/maximise  
the course structure &  
progress section

Lessons 2-10

Lesson introduction

End of lesson summary

This section tracks  
your progress through  
each lesson.

Click to continue from the  
last point you reached.

The screenshot shows a user interface for tracking progress through a module. At the top, there is a toggle for 'COURSE STRUCTURE & PROGRESS'. Below this, the interface is divided into sections. The first section is 'Lesson 1: The Basics of Coaching', which contains a grid of progress indicators for sub-lessons 1.1 through 1.6. The second section is 'Lessons 2-10', which contains a grid of progress indicators for lessons L2 through L10. A callout points to the 'COURSE STRUCTURE & PROGRESS' toggle, explaining its function. Another callout points to the 'Lessons 2-10' section, indicating it tracks progress for those lessons. A third callout points to the progress grid for Lesson 1, explaining that it tracks progress through each lesson. A fourth callout points to a 'Continue' button at the bottom right, explaining that it allows the user to continue from the last point reached. The interface also includes a 'Lesson introduction' section and an 'End of lesson summary' section. At the bottom, there is a 'COURSE GUIDE' toggle.

Lesson 1 The Basics of Coaching							Lessons 2-10							
1.1	1.2	1.3	1.4	1.5	1.6	L2	L3	L4	L5	L6	L7	L8	L9	L10
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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1.6 - Experiential learning cycle [Continue »](#)

# Course guide

## Overview and objectives of the course and readings

Minimise/maximise the course guide section

Look through these tabs to learn more about the course

Click here to download the Course Guide (all four tabs) as a PDF

— COURSE GUIDE

OVERVIEW

LEARNING OUTCOMES

TEXT AND READINGS

OUTLINE



To develop your skills we'd like you to work through the first four lessons on the Distance Learning MBA module, Coaching Skills which has been adapted slightly to create the Alumni Mentoring Professional Development online workshop.

This should take around three hours but longer if you decide to do the optional exercises.

**Coaching is not the same as mentoring-however, the skills are similar and you will find it useful to work through these lessons.**

Once you have worked through the first 4 lessons, we would like you to attend a two-hour webinar facilitated by members of the CareersPlus team via wbsLive where you will have the chance to work in trios and practise your mentoring skills.

When you have worked through the first four lessons and have attended the two hour webinar, we want you to submit a 500 word reflection. The title of this is:

*In your practice as a mentor, when will you operate at the Directive end of the spectrum and when will you operate at the Non-Directive end of the spectrum. Give reasons to justify your answer.*

You'll have four weeks from the date of the webinar to submit your reflection.



# People section

## Who to contact and how

Lesson 9 is based on the third and final video recording of a coaching conversation between Ben and Robyn.

Lesson 10 is based on the first and second video recordings of a coaching conversation between Ben and Robyn. You will be asked to select any ideas that you feel you could assimilate into your own coaching practice. We begin by looking at the first video recording and explore a cognitive-behavioural approach to coaching. We move on to consider the notion that you might introduce a coaching conversation to think about their situation, and illustrate this with three examples of useful models.

Minimise/maximise the people section

PEOPLE - STAFF & SUPPORT

Staff & Support  
Students



Bob Thomson

ASSOCIATE PROFESSOR OF PRACTICE, ORGANISATION & HRM



Sarah Jackson

CAREERS MANAGER, WBS CAREERSPLUS & CORPORATE RELATIONS



Lisa Carr

CAREERS MANAGER, WBS CAREERSPLUS & CORPORATE RELATIONS



Donna Curtis

MENTORING PROGRAMME OFFICER, WBS CAREERSPLUS & CORPORATE RELATIONS

Choose to view staff or students

Click to view bio for each individual on the course.

Queries should be directed through the Mentoring Programme Officer, Donna Curtis

















# The lessons

- All Mentor Applicants are required to complete the first 4 x lessons, prior to their online workshop. You are welcome to complete more.
- All WBS Mentors are encouraged to revisit the original lessons and also complete subsequent lessons, to help with their mentoring practice.



## Lesson 1 - The Basics of Coaching



				
 Start of Lesson 1				
1.1 - What is coaching?		-	-	
1.2 - The directive to non-directive spectrum		-	-	
1.3 - Silent coaching exercise		-	-	
1.4 - The GROW model		-	-	
1.5 - Awareness + responsibility = performance		-	-	
1.6 - Experiential learning cycle		-	-	
 End of Lesson 1				

### Introduction

In this first lesson we set out the basics of coaching. We'll offer a definition of what we mean by coaching and we'll look at a spectrum from being directive, on the one hand, to being non-directive, on the other. We introduce the GROW model, a framework that's widely used to structure coaching conversations and talk about the importance of helping a client to become more aware and to take responsibility for action. We end by describing a cycle of learning

# Lesson navigation

WBS : IX / Alumni Mentors / Lesson 1

Lesson indicator

Your progress through the Lesson

To go back to the previous step in the lesson

Move on to the next step in the lesson

## Lesson 1 - The Basics of Coaching

Start of Lesson 1			
1.1 - What is coaching?	●	-	-
1.2 - The directive to non-directive spectrum	●	-	-
1.3 - Silent coaching exercise	●	-	●
1.4 - The GROW model	●	-	●
1.5 - Awareness + responsibility = performance	●	-	●
1.6 - Experiential learning cycle	●	-	●
End of Lesson 1			

### Introduction

In this first lesson we set out the basics of coaching. We'll offer a definition of what we mean by coaching and we'll look at a spectrum from being directive, on the one hand, to being non-directive, on the other. We introduce the GROW model, a framework that's widely used to structure coaching conversations and talk about the importance of helping a client to become more aware and to take responsibility for action. We end by describing a cycle of learning

# Lesson progress

Keep track of which steps you've viewed and completed

The screenshot shows a lesson progress interface for 'Lesson 1 - The Basics of Coaching'. The interface includes a list of steps with columns for viewing and completion status. Callouts explain the meaning of these columns and the completion requirement.

**Callout 1:** This column shows which steps you've viewed. It will automatically update as you work through the course

**Callout 2:** Some steps may contain tasks. This column will show you which ones you've completed.

**Callout 3:** Once you've finished working through a step, you **MUST** mark as completed. This column keeps track of what steps you've completed

**Callout 4:** Keep track of the latest comments on each step. If any new comments are added, this will be shown here. Comments are viewable by your peers.

Step	Viewed	Comments	Completed
Start of Lesson 1			
1.1 - What is coaching?	●	-	●
1.2 - The directive to non-directive spectrum	●	-	●
1.3 - Silent coaching exercise	●	-	●
1.4 - The GROW model	●	-	●
1.5 - Awareness + responsibility = performance	●	-	●
1.6 - Experiential learning cycle	●	-	●
End of Lesson 1			

# Lesson content: videos

## 1.1 What is coaching?

Now please watch the following video.



# Interacting with the lesson

Take notes, view comments and provide feedback

The screenshot shows a lesson interface for '1.1 What is coaching?'. The main content area contains a video player with a speaker icon on the left. The video player has a progress bar and a play button. Below the video player, there is a navigation bar with the text 'Lesson One' and 'Basics of Coaching'. To the right of the video player, there is a vertical toolbar with several icons: a checkmark, a list icon, a speech bubble, a pencil, and a warning triangle. Callouts point to these icons with the following text:

- Click to edit your progress status for this step (checkmark icon)
- Click to show the lesson step view (default) (list icon)
- Click to make notes on the step for your future reference. Notes are private (pencil icon)
- Click to provide feedback or report an issue with the step (warning triangle icon)
- Click to make a comment on the step and engage in discussion with your co-learners and tutor (speech bubble icon)

# Step progress

Check your progress status for each step

## 1.1 What is coaching?

Your status for this step:

This step has been viewed:	<input checked="" type="checkbox"/>	
The comments have been read:	<input checked="" type="checkbox"/>	
The tasks have been completed:	No tasks for this step	
I've completed this step:	<input checked="" type="checkbox"/>	

### What is status tracking?

The items above show your status for the current step 1.1 What is coaching?. Some status points are automatically tracked while others you can declare – for example, whether you feel you have *completed* the content.

Accessed from this button

Show Step Progress

These two statuses automatically log when you have viewed the step and its comments. Edit the sliders if you want to mark a step as unread

### **ACTION: Important**

When you feel that you have completed a step, **slide this bar to mark it as completed.**

This button is also included at the bottom of the page for every step.



# Lesson readings

## Textbook reading materials

The screenshot displays a user interface for a course. At the top, a dark navigation bar contains the text 'WBS : LX / Alumni Mentors / Lesson 1'. Below this is a horizontal menu with circular buttons labeled 1.1 through 1.6, and a blue button with a flag icon. A callout box points to the 'Lesson 1' dropdown, stating: 'Full references for all chapters are provided on the lesson's end page'. Another callout box points to the navigation buttons, stating: 'Use the navigation to progress to the next Lesson or back to the Course Welcome'. The main content area is titled 'End of Lesson 1 - The Basics of Coaching'. Below the title is a section titled 'References and further reading' which lists three books: 'Effective Coaching' by Downey, M. (2003), 'The Inner Game of Tennis' by Gallwey, T. (1975), and 'The Coach's Coach' by Hardingham, A. (2004). A callout box points to this list, stating: 'Chapters selected from textbooks have been provided as part of your essential learning material for the course'. The interface also includes a sidebar with a menu icon, a flag icon, and a warning icon, and large circular navigation arrows on the left and right sides.

# You're now ready to get started...

## Any questions or concerns, contact:

Donna Curtis – Mentoring Programme Manager  
[donna.curtis@wbs.ac.uk](mailto:donna.curtis@wbs.ac.uk) or call directly +44 (0) 24 7651 0371

Alternatively, contact - [mentoring@wbs.ac.uk](mailto:mentoring@wbs.ac.uk)

OR

[CareersPlus@wbs.ac.uk](mailto:CareersPlus@wbs.ac.uk) or call +44 (0) 24 7657 4862