



## Guiding Principles

for NHS Wales People Profession Mentors

**Introduction** Welcome and thank you for offering up your time to be an NHS People Profession Mentor. To ensure that our mentoring program is supportive and effective, we've developed a set of guiding principles. These principles are designed to help you provide the best possible mentoring experience to our dedicated NHS people professionals. They focus on building trust, encouraging growth, and maintaining a high standard of coaching practice.

### Principles for Mentors

Principle	Description	Considerations
<b>1</b> Professionalism and Ethics	Maintain Confidentiality	Ensure that all interactions and shared information with mentees remain confidential.
	Be non-judgemental	Approach every conversation without judgment. Respect the diverse backgrounds and experiences of the NHS staff you're coaching.
	Empathy and kindness	Always be understanding and kind. Remember, everyone has their own struggles and emotions, and your compassion can make a big difference.
	Active Listening	Pay close attention and really listen to what your mentee is saying. Avoid interrupting and show that you value their thoughts and feelings.
	Respect and Cultural awareness	Show respect and empathy for all mentees, acknowledging and understanding the unique cultural backgrounds of the NHS Staff that you are mentoring.
	Set Boundaries	Clearly define the scope of your mentoring provision, including what is and isn't included. Keep clear boundaries to ensure a healthy mentoring relationship. Avoid situations that might lead to conflicts of interest.
	Respect	Show respect and empathy for all mentees, acknowledging their unique backgrounds and perspectives.
	Ethical Conduct	Follow the appropriate professional and ethical standards in all mentoring interactions.
<b>2</b> Competence and Development	Active Listening	Pay close attention and really listen to what your coachee is saying. Avoid interrupting and show that you value their thoughts and feelings.
	Always improve	Commit to your own professional development. Seek feedback and keep learning to be the best mentor you can be.
<b>3</b> Communication	Clarity	Communicate expectations and goals clearly with mentees.
	Share Knowledge and Experience	Use your experience and knowledge to guide your mentee. Share insights and advice that can help them navigate their career path.



		Feedback	Provide constructive feedback and encourage mentees to do the same.
		Availability	Be responsive and accessible within the agreed-upon times.
5	Technology Proficiency	Platform Familiarity	Ensure familiarity and proficiency with the HEIW Coaching and Mentoring Hub's features and tools.
		Security	Ensure all communications and documents shared through the platform or other means are secure.
6.	Capacity	Personal and Professional Time	Be honest and transparent about your capacity to deliver coaching and/or mentoring, ensuring to prioritise workload and manage time effectively.
		Maximum number of active Coaching and Mentoring relationships	Be aware that the HEIW Coaching and Mentoring Hub allows a maximum of three Coaching and/or Mentoring relationships at any given time.
7.	HEIW Coaching and Mentoring Hub	HEIW Coaching and Mentoring Hub Language	The Hub uses the terms "Mentoring/Mentor" to mean both mentoring/mentor and coaching/coach.
		HEIW Coaching and Mentoring Hub Resources	Utilise available resources on the hub to support your learning and effective use of hub functionality.
8.	Recommendations	Mentoring Session Quantity and Timescales	HEIW recommends that mentoring session duration and timescales should be agreed between the mentor and mentee.