

Resource 13: The ten behaviors for motivational mentors to consider

BEHAVIOR	DESCRIPTION	Write a few notes about how often you think other people may see you using these behaviours in your professional relationships. Start each section with an overall assessment using the words: 'Frequently', 'Sometimes', 'Rarely' and 'Never' ... and then give some further explanation, or evidence from a recent example.
1) Aggression	Destructive behavior that is usually not pre-meditated. An attack that may emotionally harm the mentee. Action that may have a lasting negative impact.	
2) Assertive Challenge	An ability to state your own point of view when necessary. Appropriate level of challenge with confidence and clarity. behavior designed to retain your rights, while respecting the dignity and rights of the mentee.	
3) Self-control	The 'non-behavior! Restraining your own physical, verbal and emotional reactions whilst focusing on solving the mentee's problem.	
4) Co-operation	A joint action whereby you and the other mentee work together to resolve problems.	

5) Defensiveness	Responding to perceived criticism through denial, anger or capitulation in order to justify your position.	
6) Conceit	High opinion of self. Not bothering to find out the real facts of a situation or to realise the true issues/motives behind the mentee's behavior.	
7) Encouragement	A behavior designed to reach a win-win (or OK/OK) settlement through open and honest discussion. The mentor provides encouragement and support.	
8) Submission	Having little or no self-respect and giving in too easily to the demands of the mentee. Achieving an unbalanced outcome that favours the short-term demands of the mentee. A 'Lose/Win' outcome for a quiet life!	
9) Sympathy	Showing concern for the feelings of the mentee and for his/her right to have these feelings. Trying to see their point of view. Establishing facts and motives behind what the mentee says or does.	
10) Empathy	Fully comprehending the deep feelings of the mentee, sharing an anxiety for their well being and having complete respect for their position.	